



# Global Voices



ENABLING COMMUNICATION  
EMPOWERING RELATIONSHIPS

COMPANY  
PROFILE

# Vision

To be the leading provider of superior cross-cultural consulting services in the Africa region and across the border.

# Mission

To break communication barriers and build cultural relations as we boost global business interactions.

# Core values

- Professionalism
- Quality
- Preservation
- Integrity



# About Us

Founded in 2012, Global Voices Limited is an International Limited Liability Company that has rapidly emerged as a major provider of Conference interpretation services, Document translation, Language training, Rapporteurship, Ushering, Sign language and Video conferencing services to various industries and stakeholders, with the main goal of taking global communication a notch higher to ensure understanding either by means of verbal or written methods.

Global voices Limited employs internationally approved practices for translation and interpretation to help make effective and meaningful connections possible between two persons or a group of people by relaying the speakers' intended message to the receptors' language. Our specialty and experience is in English, Swahili, French, Portuguese, Arabic, Amharic, Chinese (Mandarin), Spanish, Japanese, German, Somali, Italian, Russian, and all Kenyan local languages.

Being a lean and committed team, we are open to interaction and positive partnerships in projects. We tailor to our clients' needs to meet their specifications and have the capacity to work on a wide range of projects.

We keep ahead of our competition by continuously listening to our clients' needs and developing services to meet them. Most of our translators are native speakers who have completed various projects in various sectors worldwide. We strive to offer superior cross-cultural consulting services, thus ensuring our clients' success. Our linguist selection process is designed to meet quality standards which ensure that our translation services are functionally, linguistically and culturally flawless.

## Our Services include

- Conference Interpretation Services
- Simultaneous Interpretation Equipment
- Document/Website Translation
- Language Training
- Sign Language
- Video Conferencing
- Ushering Services in various languages





# Conference Interpretation

## Simultaneous Interpretation

The interpreter sits in a booth, in front of a microphone, listens through headphones to the incoming message in the source language and communicates it over the microphone to whoever is listening in the target language.

Simultaneous interpretation is advisable for meetings in which a number of languages are spoken and with a large number of participants. Interpreters always work in teams of 2 or 3.

## Consecutive Interpretation

The interpreter sits at the conference table with the delegates, listening to whoever is speaking in the source language and makes notes as the speech progresses.

When the speaker has finished, the interpreter consecutively reproduces the message in the target language as though s/ he were making the original speech.

## Whispered Interpretation (Chuchotage)

The interpreters sits next to the listener(s) (2 persons max), and whispers what the speaker is saying as in simultaneous interpretation.

Whispering is used for very short meetings (30 minutes) with a reduced audience (1 or 2 persons who require interpretation) and special situations where equipment installation is not feasible.

## Why use professional conference interpreters?

Interpretation by professional simultaneous or consecutive interpreters should meet the following requirements:

- Retention of original message
- Accuracy of content
- Synchronization with the speaker

Our conference interpreters are trained in specialized university courses in order to deliver regular speech without hesitations, speaking in grammatically correct sentences, having clarity of expression as well as clear enunciation.



## Working Conditions for Interpreters

The maximum recommended time for interpreting is 8 hours a day. Interpreters work in pairs, alternating after every half hour. For longer periods of time, a fee over the normal price is charged and a third interpreter might be needed. All the details will be discussed and agreed upon with the customer prior to the initiation of the project.

Given the constraints related to quality and health, the normal duration of an interpreter's working day shall not exceed three sessions of approximately 2 and half hours each. The goal is to provide the interpreters with a conducive working environment to provide excellent service.

## Interpretation Booths

We meet the ISO standards for both fixed and mobile booths that include precise requirements for sound equipment and insulation.



# Translation

Global Voices Limited is a leading provider of document/website translation services, dedicated to providing high standard language solutions at a competitive price. We offer professional translations using the most qualified translators resulting in functionally, linguistically and culturally flawless translation services.

## Translation Quality Assurance.

Global Voices excels in the professional world with the quality of our services and exceptional customer care. We have established a Quality Policy in line with ISO requirements. With well-established business processes, which are documented, standardized and certified by ISO 9001 and ISO 17100, our staff, have the skills and knowledge to ensure that services are delivered on time and in accordance with customer-specific agreements.







# The Process

## Preparation.

The Account Manager discusses project-specific requirements for style, target audience, goals, timeline, support materials, and language variants. The files are then analyzed by Administrators to prepare the originals and the process, including any translation memories, glossaries and pre-formatting.

## Production.

The Project Manager familiarizes with project instructions and selects linguists based on language variant, subject, expertise, cultural knowledge and previous work. A Specialist translator collaborates with the Project Manager to ensure a high quality translation in consultation with the client. When proofreading is ordered, a second professional reviews the translation. The changes are then shared with the translator who returns a clean final version. The Project Manager revises the final translation for compliance with the project requirements. The Account Manager delivers the translations to the Client.

## Post Production

The best translations are achieved through consultation with clients/end users. We encourage cooperation and take an extra step to liaise post-production to ensure your full satisfaction. Global Voices' Quality Manager will assist with finalizing and clarifying any queries and non-conformities and will suggest suitable solutions and preventive actions.

# Rapporteur Services.

Global Voices Limited offers excellent Rapporteur services provided by well trained and experienced Rapporteurs. Rapporteur is a French derived word and he/she plays an important role in the successful follow up of meeting sessions.

The rapporteur ensures that the proceedings and outcomes of the sessions are clearly recorded so that the discussions can then be of genuine practical value for the meeting outcome.

Global Voices Limited provides rapporteurs in different languages according to the clients' specifications.





# Language Training

Global Voices Limited offers Language courses to people from all over the globe. We offer a range of language courses to suit students of all levels.

**Courses offered are presented in the clusters below:**

- Language for beginners
- Bridging languages
- Advanced languages
- Executive languages for all professional and academic purposes

We believe in providing classes that help students in the 5 key areas of Reading, Writing, Speaking, Listening and Pronunciation. Our specially designed language courses are delivered by qualified and experienced trainers who ensure the classes have a vibrant and exciting learning atmosphere. You can choose to have individual/personalized/private tuition or learn in special groups.

Students benefit from a curriculum developed by our experienced tutors. Our experienced tutors combine small class sizes and dynamic teaching, leading to fast progression and development of the language. We offer certificates at the completion of a course.

# Medical Transcription Services

At Global Voices we take our position as the leading provider of Medical Transcription Services seriously. We only provide the medical industry with typists who have extensive knowledge in the medical transcription sector and a highly developed understanding of its specialist requirements.

Our typists are confident and well informed on the current medical terminologies and always operate in accordance with our strict confidentiality policies. These working standards enable us to provide excellent support to the healthcare industry while consistently delivering an efficient and dependable medical transcription service.





# Photo Gallery



# Photo Gallery



# Photo Gallery





# Photo Gallery

# Testimonials

Global Voices Limited has provided the best services and this has forged good working relationships with our clientele. Here are just but a few of our clients' testimonials:



"I believe your team did a good job, particularly in managing to interpret a very technical conference.

All the best"

*Luna Madi*

*Communications Director, EMEA*

*Internet Corporation for Assigned Names and Numbers (ICANN)*

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"We were quite happy with their services!

Cheers"

*Kim – Medicines for Malaria Ventures*

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## **World Customs Organization East and Central Africa**

"This office is charged with, among others, coordinating the activities of 24 member countries in the region and organizing regular missions to these countries, our headquarters in Brussels, Belgium, and beyond. Global Voices has, so far, offered exemplary services to this office, and region, by providing document translation of key regional Documents in 2015. They have proved to be conversant in English, French and Portuguese. It is my persuasion that Global voices will exceed your desired services expectations, and I have no hesitation in recommending their services to you."

*Andrew Odhiambo, for Director*

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"The services provided met our expectations and we look forward to working again with Global Voices in future."

*Catherine A. Adundo*

*Regional operations Manager, FEWS Net*



### **EPN –Ecumenical Pharmaceutical Network**

"The services provided allowed the company to efficiently communicate to its French delegates. Moreover, the assistance in providing conference interpretation for breakaway session among the delegation was particularly noted. The outstanding support that was provided made this event worthwhile with unparalleled success."

*Mirfin Mpundu, Executive Director*

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### **Africa Platform for Social Protection**

"Global voices proved to be prompt and reliable"

*Martin Mbuvi, Finance and Admin Officer*

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### **National Assembly of Kenya**

"We extend our appreciation to you for the splendid work you did during the conference. You provided exceptional interpreters and translation services in support of the parliament delegation. We have continued to receive glowing feedback from the delegates, and the translation and interpretation service is being indicated as one of the strong points in the success of the conference, I do highly recommend your exemplary work."

*Japheth Muthomi, Chief Public communications Officer*

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### **Protel Studios**

"We have worked with Global Voices for the past couple of years and have been contented with their translation services. They have provided us with excellent services, timely delivery and competitive rates."

*Merlene Odera, Administrator*

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"You are doing a splendid job in translations!!!"

*John Owino, IUCN*

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"You and your team are professional and I am happy to have worked with you.

Working with you and your team has been a joy and I look forward to continued collaboration between our two organizations. Please convey my congratulation to your team for their excellent work."

*Elizabeth Owuor, Sightsavers*



### **KEMRI**

"Global Voices were engaged by the cancer Registry unit at the Centre for Clinical Research, KEMRI to provide document translations from English<->Swahili and back translations in the month of November 2018. The services rendered, that is English to Kiswahili translations and back translations, were excellent and up to par with our expectations. I therefore wish to congratulate Global Voices for the excellent services rendered and highly recommend the company."

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### **UNDP Ethiopia**

"We were very satisfied with your service and the professionalism of your team, they were always on time and delivered quality service. We sincerely cannot think of any room for improvement."

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### **KELIN**

"It is our great pleasure to write this recommendation in support of Global Voices Limited for any language interpretation and document translation services and document translations from English<->French and simultaneous Interpretation Equipment for 3 day workshop at The Sarova White Sands Beach Resort and Spa, Mombasa. Global Vices Limited did not only provide excellent services but executed all its tasks professionally, we commend them for the services they provided, the flawless interpretation skills and effective management team for smoothly running the entire conference. We hereby express our satisfaction with the manner in which they delivered these services and do not hesitate to recommend them for any opportunities available."

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### **WCO**

"Global Voices has so far offered exemplary services to this office and region by providing translation services of key regional documents in 2015. They have proved to be conversant in English, French and Portuguese. It is my persuasions that Global Voices will exceed your desired services expectations and I have no hesitation in recommending their services to you."



### **Council Methodist Africa**

"On behalf of Africa Methodist Council I extend our greeting and appreciation to you for the very excellent services rendered during the 1st Africa Methodist Conference which was held from 13th-18th March 2019. We commend you for your excellent service ably provided by your administrative and technical staff. Your company's knowledge of marketing and expertise in public relations was a huge advantage to the success of our conference and all the delegates can testify of the uninterrupted and smooth flow of the interpretations facilitated by the state of the art equipment you brought to the conference. According to your theme, 'Enabling Communication Empowering Relationship' 'we will not hesitate to call on you again for other events and also recommend you strongly to all other organizations that will benefit from the excellent services you offer."

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### **CRS**



"We contracted Global Voices Limited, during our Gavi CSO ConneXions learning event in 2017, held at the Jacaranda Hotel from September 15th – September 17th, 2017. They provided Language Interpretation Services (English <->French), Simultaneous Interpretation Equipment (SIE) and document translation from the 15th of September 2017 to the 29th of September 2017. Global Voices Limited proved to be invaluable to the success of our event. They accurately translated over 35 documents for us with little to no notice given upon contracting them. Additionally, the language interpretation services were done exceptionally with native French speakers indicating that the pronunciation, speed and accuracy was above par. Special thanks to Deo Gumba and Baraka Muamba, two interpreters who were praised by participants for their flawless interpretation skills. Special thanks to the management team who tirelessly showed up to ensure that everything was running smoothly and to our standards. I am confident that if selected for any translation and interpretation services, not only will Global Voices commit to professional and succinct delivery of services, making your event a success, but they will do so with a smile on their face and a personalized approach that makes them a pleasure to work with."

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### **US Embassy**



"I can say that Global Voices was amazing and provided excellent translation services. We gave them 24 hours' notice and they arrived with all the right equipment, set-up the room, accommodated our tight schedule and were trustworthy with the information being discussed. Please don't hesitate to reach out to me further but my availability is limited as a result of a much needed vacation. Global Voices is excellent – my very hard to please supervisor was quite impressed as well as our delegates. We will use them at our next conference. The requested language was French."

# Director's Message

Global Voices Limited is founded on the belief that our customers' needs are of utmost importance. Our entire team is fully committed to meeting those needs by doing it right every time!

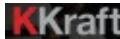
"I invite you to consider Global Voices as an extension of your esteemed organization for all your communication and interpretation needs."



# | Our Clientele



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