

- ▶ Employment of interpreters and translators will increase 24% over the decade from 2006 - 2016, representing a significantly faster-than-average increase when compared to growth in other occupations. This growth will be driven by:
 - strong demand in health care
 - homeland security, current events and changing political environments
 - broadening of international ties
 - increase in the number of foreign language speakers in the United States
- ▶ Technology has made the work of interpreters and translators easier, but is not likely to have a negative impact on their employment.

If your company's needs reflect the above language services trends, let us know how we can help you and put our expertise to work for you by calling (905) 785-3434 in Canada or (704) 362-3757 in the USA.

Developments & Milestones



In 2008, two of the key objectives set by Avantgarde Translations were to further enhance our high standards for providing excellent customer service and to grow our business. The following is a summary of our achievements in these areas to date and we would like to thank each and every one of you for your role in inspiring and making these developments and milestones possible:

- ▶ **Increased Sales:** Our sales increased 50% in 2008 over 2007. In the first quarter of 2009, we are seeing a companywide increase of 30% with the US and Canada both contributing to the increase.
- ▶ **Expanded Client Scope:** Additional volume of work provided from existing clients and the expanded scope of services requested has continued to build on our reputation and confirm our ability to deliver quality results. Our existing client base represented a 50% increase in business over 2008, with new clients representing a 28% increase in overall sales.
- ▶ **High Ratings:** 2008 marked the second consecutive year that we obtained a Quality service rating from an existing government client, the best possible rating for its service providers.
- ▶ **New Clients:** In 2008 and 2009 we have started and renewed relationships with clients in government and higher education, and in the hospitality, printing, finance, research, automotive and legal industries. Projects of note included completing a large, complex, month-long legal translation and providing interpreters for a four-day international conference.
- ▶ **Website Enhancements:** Completion of service-minded sections of our website in 2008 has advanced our ability to bring a high level of service and responsiveness to our stakeholders. The Client Only section now offers the added convenience of allowing clients to submit projects and make secure online payments.
- ▶ **WBENC Designation:** Avantgarde Translations is now a Certified National Women's Business Enterprise (WBENC). If your company requires documentation concerning WBENC certified suppliers, please contact us at (704) 362-3757.



**AvantgardeSM
Translations**
beyond the word. delivering the message.TM

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DELIVERING THE MESSAGE

"I am impressed with Avantgarde Translations' bottom line focus on offering me options and ways to save money without sacrificing quality. This shows their business mindedness along with their knowledge of translation and the ways it can be done most effectively."

Mike Zimmer, President
Cyril Bath Company

"The experience and knowledge that Avantgarde brings to translation is impressive. This knowledge is valuable to me as a translator as we collaborate on projects."

Dana Gibson, Translator

BEYONDTHEWORD

BEYONDTHEWORD is a quarterly publication of Avantgarde Translations, Inc., offering readers information of value with relevant language service topics and industry trends.

Founded by Memuna Williams and Isata Jones-Stanley in 2004, Avantgarde Translations was formed in order to combine the best practices in the Canadian and US markets for producing translations and providing language services to businesses. Our comprehensive language service offerings include:

- Translating written material from one language to another with a focus on languages in highest demand
- Organizing Interpretation services from one language to another
- Revising, editing, proofreading and laying out translated documents
- Cultural consulting

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