

# Interpretation Feedback

Web version

1. Introduction	YES	NO	N/A	Comments
Actively involved in conversation with visitors pre-trip				
Fully discloses extent of trip to group				
Covers all Health and Safety requirements				

2. Language	YES	NO	N/A	Comments
Uses non-sexist/racist language				
Uses correct grammar				
Correctly pronounces Maori/other languages				
Uses humour sensitively				

3. Knowledge	YES	NO	N/A	comments
Demonstrates recent, first hand knowledge				
Acknowledges when doesn't know answer				
Confident in delivery				

4. Interpretation techniques	YES	NO	N/A	comments
Displays logical sequencing / previews of ideas				
Uses silence				
Uses stories rather than facts				
Interprets immediate experience				
Avoids listing				
Avoids terminology				
Avoids rambling				
Avoids repeating comments				



5. QUESTIONING	YES	NO	N/A	COMMENTS
Uses questions that are open, not closed				
Use questions that compare				
Uses questions that seek answers				
Uses questions that focus attention				
Uses questions that identify cause & effect				
Asks a question then uses silence				

6. GROUP DYNAMICS	YES	NO	N/A	COMMENTS
Responds positively to visitors' comments				
Couches information in a positive manner				
Demonstrates a commitment to service				
Adapts the interpretation to the visitor				

7. INDIVIDUAL INTERPRETER	YES	NO	N/A	COMMENTS
Uses eye contact				
Demonstrates positive body language				
Is enthusiastic				
Involved verbally with visitors				
Implements the Interpretation Plan				
Uses appropriate music / other props				
Actively involves the visitor in doing				
Ensures visitors can see the demonstration				

8. ENDING	YES	NO	N/A	COMMENTS
Summarises day well				
Ends on a positive note / call for action				
Evaluates trip with visitors				
Suggests where to go for more information				
On sells other company products				

