



## **Corporate Language Solutions**

**Language  
Training**

**Trading  
Internationally**

**Translation &  
Interpreting**

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# CAPABILITY LIST

## Language Training

Increasing staff performance and overcoming language and cultural barriers.

- Accounts and finance
- Business visits and introductions
- Business presentations
- Buyers and Purchasing functions
- Commercial presentations
- Credit control
- Culture and Business etiquette
- Customer service
- Engineering
- HR
- Manufacturing
- Operations
- Production
- Quality
- Receptionist
- Strategic Functions (management)

## Trading Internationally

Providing language support for your international trading.

- Agent sourcing
- Agent management
- Business introductions
- Credit control
- Exhibition organisation
- Exhibition linguistic support
- Expediting and supply chain issues
- Export/import administration
- Export marketing
- Market intelligence/research
- Market selection and prioritisation
- Mission assistance
- Meeting organisation
- Mail shots and follow-up
- Planning and implementation
- Sourcing contacts, customers, distribution channels, suppliers...
- Supplier management
- Tender assistance
- Trouble shooting of all communications difficulties in quality, engineering, etc...

## Translation & Interpreting

All your written, verbal and visual communication.

- CD, DVD and video
- Company policies and Inductions
- Corporate ID and Presentations
- Displays and stands
- Export/import documentation
- Legal documents, contracts and agreements
- Mail and e-mail shots
- Manuals (user, installation, HSE, security, quality, etc)
- Marketing material
- Multilingual posters, brochures and leaflets
- Newsletters
- Packaging
- Press releases
- Quotes, price lists...
- Reports
- Sales literature
- Signs, displays and notices (security Briefings, HSE, etc.)
- Web sites

## We have the following languages in house:

Arabic, Belgian, Bulgarian, Cantonese, Catalan, Croatian, Czech, Dutch, English (as a foreign language) Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Latvian, Lithuanian, Mandarin, Polish, Portuguese, Romanian, Russian, Serbo-Croat, Slovak, Slovenian, Spanish, Swedish, Urdu, US Spanish



# SUCCESSFUL CORPORATE LANGUAGE SOLUTIONS

The findings of a report by the North West Development Agency is that: "*North West companies have frequently **missed trading opportunities owing to language and cultural deficiencies**. Significantly, 22.4% of the sample declare that they **have lost business through lack of language skills** (or cultural awareness), and over half of them (51%) admit to **having experienced language barriers in international business dealings**."*

## Trading Internationally

Starting to explore foreign markets can indeed be a daunting experience. This is where we have the expertise to help you capitalise on international opportunities.

Our team of business focused foreign nationals are experienced in export and import and applied foreign communication. Using intelligent export techniques, our hands-on achievers act as the interface between you and your non-English speaking customers and partners, to increase your global prospects and develop your presence in the international supply chain.

## Language Training

Our training solution is 100% geared to each person, in their own function, in their specific company and sector. All European languages, and many others from farther afield, are catered for by our team.

Be proactive! Have the confidence to go out and generate business. Increase your competitive edge by knowing your industrial and commercial partners' language and business culture.

We offer specific language programs covering all aspects of your business, from commercial and industrial disciplines, through management, finance, engineering, marketing, etc. We deliver a flexible and creative solution to match the busiest of schedules.

## Translation and Interpreting

"It's a small world!" The need for clear and targeted communication has never been greater. Communication is no longer a luxury, it's a necessity!

We provide a comprehensive translation service, covering all European and international languages, both from and into English. Translations may be in any format, be they written, verbal or visual. Most topics are covered, including commerce, law, contracts, finance, industry, engineering, marketing, and more!

Trust us! A simple multilingual flyer at an international exhibition, for example, will go a long way to carry your message all over the world, build credibility and demonstrate your commitment to forging a long-term working relationship.



# COMMENTS FROM SOME OF OUR CLIENTS

*"We used Business Vector extensively to help us resolve issues with our world wide suppliers... Coupled with their strong operational expertise they were able to offer an extremely professional service that suited our business needs in helping us solve supply chain issues that required a high degree of interaction with a variety of suppliers." - Alstom*

*"We need to be able to communicate with clients and prospects across the globe in their own language... we do not have all the requisite skills in house and we have supplemented our capability by engaging with Business Vector." - Galleria*

*"We have found BVL to be highly professional in its approach to teaching French, at every level that the business requires, in a way that makes people comfortable with the learning experience" - Aircelle*

*"Combining a sound business background with language tuition we were able to tailor the language training to our specific needs and deliver training activities in French at locations in France and Quebec Canada" - SMMT*

*"BVL has provided professional language support to the Alliance and its member companies on a number of occasions thus helping to make both initial market exploration and subsequent customer development activity all the more productive." - NWAA*

*"Communication is of utmost importance to us. BVL has provided us with professional, legal, contractual, commercial and technical translations in various languages that have allowed us to run our international activities smoothly and effectively," - Azzuri*

More comments are available online.

