



THE SPECIALIST FOR ALL YOUR LANGUAGE NEEDS

We've all experienced those situations where communication founders on a language barrier of some kind. Language opens doors, and Courtesie is an international translation agency which does just that. Since opening a new location in Zuidas the agency is more connected than ever to the industries it serves, including real estate, law, medicine and insurance. Courtesie's director Antoinette Chin A Loi-De Hoog explains, 'In these industries and sectors it all comes down to expertise, so it's essential that texts are translated at that specialized level and in the right context.'

Established almost ten years ago as home-based agency, Courtesie took flight despite the recession to become an international company serving customers around the globe. Today, Courtesie supplies sworn translations, interpretation services, language training and other language services in more than 100 languages for businesses and professionals across all industries.

THE CUSTOMER ALWAYS COMES FIRST
Courtesie stands for quality that's backed by ISO 17100 (translation) and ISO 18441 (interpretation) certification. That means its translation processes have been approved and that its interpreters, translators and revisers meet industry criteria. 'Always paired with the courteous and customer-focused approach that the name Courtesie represents', adds Antoinette.

Far from being a luxury, multilingual written and oral communication is now often a necessity, and it's common for sworn translations, whether oral or written, to be required by law. That's true in the case of interpreters who work for courts and notaries and for translations made for foreign organizations. Apart from the linguistic aspect, many industries also have sector-specific and business jargon that is at least as important to know. Courtesie's translators all have specialized backgrounds and are native speakers, stresses Antoinette. 'In the field of law, for example, you deal with a lot of court documents like summonses, conclusions and decisions. That's complex material with a high risk factor. Knowledge and

experience of the particular area of law are a must to translate those kinds of documents competently. It makes practical sense to entrust all those languages to us in order to efficiently ensure consistency. Take something like package inserts for medications, which often require translations into as many as 10 or 15 languages. It's good if a single agency can do that in a uniform way.'

GROWING TOGETHER

Courtesie invests in lasting relationships. Its aim is always to be a partner to clients, thus building mutual trust and greater affinity with their sector. For clients – and their clients – it's crucial to have someone who's always on board with them, Antoinette



says. 'Being responsive to developments and trends in their sector is key, and that takes flexibility'. Courtesie offers 24/7/365 availability to keep pace with all time zones, tight deadlines and ongoing developments. That's a deliberate choice: 'Personal service, confidentiality and customized solutions are essential for our clients. The project managers at Courtesie always cater to their individual wishes.'

BEYOND LANGUAGE

The playing field in which companies operate is growing ever broader. When doing business abroad, the cultural dimension matters. 'Business is typically done in English, but you'll make more of an impression with an interpreter who knows the language as well as the customs and values', says Antoinette. 'It shows you've made an effort and that forges commitment and trust in your business partner. Our customized language training can help with that too.' Courtesie offers both private and group-based lessons. Whether focused on a field like legal English, or on a language for intercultural communication within a department. Business directors and executives with international duties rely on Courtesie for discreet personal language tutoring - also online.

'Courtesie is more than a supplier. Being a partner forges a mutual commitment and affinity with a sector.'

CSR: DIVERSITY & INCLUSION

Diversity and inclusion are key values at Courtesie. The agency strives in pragmatic ways, in partnership with specialized organizations, to help people who are at a disadvantage on the labour market find worthwhile work. It starts with a positive mindset and the drive to create opportunities. For Courtesie, that vision has resulted in a diverse and inclusive team and in lasting partnerships.

COURTESIE INTERNATIONAL BUSINESS AFFAIRS

Translation, Interpretation, Language training, Business support
100+ languages

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