



It is my pleasure to present another outstanding company, Inlingua Institute of America Inc.
This interview was conducted with Barbara McCarron, Operations Manager of Inlingua Institute of America Inc.

Cynthia M. Schenck
CEO International Medical Interpreters of the North Shore Inc.
IMIA Board Director
IMIA Interpreter Service Provider Division Journalist
IMIA Minority Language Division Advisor

1. Tell me about your business, how/why/when did it begin?

Language Institute of America Inc. dba inlingua was established and incorporated in Boston 1985
By Cynthia Samaras, Executive Director
It is a woman owned and operated company

2. What is your core business (primary product or service) and who is your consumer?

Teaching languages, supplying translations and interpretations – law firms, insurance companies, pharmaceutical companies, elder services, hospitals, government offices

3. What is the greatest challenge Inlingua face in providing consistent and competent quality service?

Keep interpreters up to date with code of ethics and current regulations

4. How does Inlingua recruit interpreters?

Through advertising, recommendations

5. What type of training do you require of your interpreters?

Long time experience, resumes, medical certification, in depth interviews and thorough background check

6. What are your most frequently requested languages?

Spanish, Cape Verde, Haitian Creole, Asian languages

7. What technology has Inlingua found most effective in managing business?

8. What specifically have you done to enhance and improve the sector?

Constant follow- up with high standards in quality service

9. Has Inlingua had the opportunity to give back to the community?

Yes, assisted at times with donations to the Elder Services Community

10. How do you see your role within IMIA as an IMIA ISP member?

Learning from and implementing IMIA's updates and newsletters

11. Is there anything else you would like to share about Inlingua?

We have been in business for more than 25 years and have an excellent reputation as to service and quality work throughout New England