

## Review Your NiCE Schedule Weekly

Please remember to check your NiCE schedule every week once schedules are posted. Make sure you review your full shift, scheduled breaks, lunch times, and any other schedule details ahead of time.

Please do not wait until the day of your shift to review your schedule. If something needs to be corrected, there may not be enough time to make changes before your shift begins.

If you notice any issue with your posted schedule, please email [INTscheduling@kellyservices.com](mailto:INTscheduling@kellyservices.com) as soon as possible so it can be reviewed.

## Requesting Leave Through NiCE

If you know you will be unable to work your scheduled shift, please make sure to request leave through NiCE before your shift start time. Emailing or notifying the team does not replace the NiCE leave request.

Requesting leave on time is the only way to help protect your adherence. If you already know your internet, power, schedule, or availability may be affected, please submit the leave request before your shift begins instead of waiting until the issue impacts your work.

## Friendly Reminder

Please do not CC or email both teams for the same issue.

Scheduling: [INTscheduling@kellyservices.com](mailto:INTscheduling@kellyservices.com)

All other issues or if unsure: [33UL@kellyservices.com](mailto:33UL@kellyservices.com)

33UL will route your message if needed.

## Interpreter Commendations: Congratulations!

**We are excited to recognize the following interpreters who recently received wonderful feedback from clients. This is what the clients shared about their experience:**

### **Carmen Barreca**

“Carmen did a fantastic job handling a difficult customer and navigated through our call with ease and professionalism. She made it as efficient as the caller would allow and for that she has my thanks!”

### **Camila Espinoza**

“Even though we were not able to connect with the person we needed the service for, this interpreter was by far the most positive person I have ever had with the LanguageLine interpreters.”

### **Carlomario Lezameta**

“I was extremely pleased with the performance of this interpreter. Every interpretation was accurate, and the interpreter used polite forms of address throughout the call. I was particularly pleased that the LEP was addressed in as polite and respectful a fashion as I was doing in English, something which is not always the case. Please pass on my thanks to this interpreter for their excellent work—I would be delighted to have them on future calls.”

### **Sasha Pena**

“Sasha was WONDERFUL. Very patient, friendly, professional and best of all, no background noise, a clear, understandable phone connection and prompt interpretation. I wish I could get her as the interpreter every time I call Language Line for Spanish interpretation.”

## Interpreter Commendations: Congratulations!

### Juanita Hernandez

“Juanita was FANTASTIC! She listened to both parties and translated accurately and without hesitation. Both the State Farm adjuster and customer were impressed with her calm and professional demeanor. If I could request Juanita for ALL of my callouts I certainly would! Give that lady a raise!”

### Emmanuel Caraballo

“Emmanuel was AMAZING - one of the most patient, understanding and professional interpreters I have ever had the opportunity to have available. The call was long, and he went above and beyond for our customer and his understanding. Thank you so much!”

### Olga Garza

“Olga was very professional and interpreted exactly what I said. It was a pleasure to support a customer who needed this service.”

**Congratulations to all recognized interpreters, and thank you for the professionalism, patience, and care you bring to every call.**

Ever wondered what medical calls you're expected to handle?

**Medical:** Everyday healthcare calls, such as routine check-ups, scheduling, pharmacy refills, and basic follow-ups. These usually use plain, everyday language. The interpreter is simply bridging the language gap.

**Clinical:** More complex medical calls, such as surgery prep, hospital rounds, or detailed diagnostic procedures. These may include specialized medical terminology and require stronger medical vocabulary.

## Kelly Learning Center

As a valued member of our team, you have access to the Kelly Talent Learning Center, where you can expand your skillset, explore new topics, and boost your resume at your own pace! Whether you're looking to polish your professional skills or learn something completely new, this is a fantastic perk designed just for you.

How to Access Your Free Learning Portal:

1. Visit the Portal: Go to **[mykelly.com](https://mykelly.com)**.

2. Log In or Register:

- If you already have an account, log in with your credentials.
- New to the portal? Click "Don't have an account? Sign up" (or hit "Forgot Password"), enter the primary email address you have on file with Kelly Services, and follow the link sent to your inbox to set up your password.

3. Jump In: Once logged in, click Career advice in the top navigation menu and select Learning Center from the drop-down list.

Take advantage of this extra boost for your career journey today! If you have any questions or need help logging in, feel free to reach out.

Happy learning!

### Ulliance Support

Free and confidential support available to all interpreters.

**Call: 800-448-8326**

For personal and emotional well-being. We encourage you to use this resource anytime.

# Wrong Answers Only: Interpreter Edition

A little end-of-newsletter chaos, just for fun.

Hello? Can you hear me?

Surviving calls, one wrong answer at a time.

You just finished a 90-minute call.  
What is the first thing you do?

**Wrong answers only.**

Hydrate.  
Interpret.  
Repeat.

1  
I thank my headset for surviving the journey.

2  
I dramatically stare at the wall like I just came back from war.

3  
I whisper "we made it" to my water bottle.

4  
I open NICE just to make sure time still exists.

5  
I tell my chair, "You and I have been through a lot today."

6  
I pretend I wasn't emotionally invested in the call outcome.

7  
I take one deep breath and suddenly become a philosopher.

Coffee first.  
Interpret later.

**Now it's your turn!**  
Send us your funniest wrong answer.

The first 2 interpreters to email a creative answer will receive an extra 15-minute paid break scheduled on a day of their choice.

**First 2 interpreters win!**

Email your answer to: [33UL@kellyservices.com](mailto:33UL@kellyservices.com)