



Expert Bilingual Support Solutions

How We Work

At TLC, we understand that your survey operations demand precision, cultural sensitivity, and timely execution.

Whether you're looking to outsource your call centers or ensure your in-house bilingual resources meet the required standards, we offer solutions that align with your needs—on budget and without the hassle of managing these projects yourself.

Bilingual Staffing for Call Centers

- **Outsourcing Options:** We provide trained, bilingual professionals who are ready to staff your virtual call centers, delivering seamless survey calls in languages other than English.
- **In-House Support:** Already have a team? We offer comprehensive bilingual proficiency assessments to ensure your employees or contractors have the language skills required for effective communication.
- **Flexible Staffing:** Rapidly mobilize and demobilize our resources based on your project's demand or seasonality, ensuring cost-effectiveness and efficiency.

Accurate and Fast Document Translation

- **On-Budget and On-Time:** We use advanced AI-powered technology combined with expert human translators to deliver high-quality translations with quick turnaround times, ensuring your surveys are print-ready when you need them.
- **Cultural Accuracy:** Every document is verified by skilled translators to ensure that the translation is both accurate and culturally appropriate.

Bilingual Proficiency Assessments

- **Ensure Quality:** Our bilingual proficiency assessments are designed to verify that your team's language abilities are sufficient for the specific demands of your projects.
- **Customizable:** Assessments are tailored to your needs, whether for new hires, existing employees, or contractors.

Key Benefits - Bilingual Staffing



Trained & Tested Staff

Every member of our bilingual team undergoes extensive language proficiency testing and we can provide this service to your own team.



HR Management

We handle all HR challenges, providing you with a seamless experience.



Scalable Solutions

Easily scale your team up or down based on project needs.



Comprehensive Support

We offer a total package, including scheduling and administrative support services.

Key Benefits - Translation Services



Rapid Turnaround

Our AI-powered technology accelerates the translation process, meeting tight deadlines.



High Quality

Documents are verified by expert translators to ensure accuracy and cultural relevance.



White Glove Service

We provide ongoing progress reports and regular touchpoints to keep you informed.



Proven Success

Our history of successful projects speaks to our reliability and quality.

ADAPTABLE • COST-EFFECTIVE • NO MANAGEMENT REQUIRED