

## SERVICE OFFER



hermes  
translation

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### Company overview

**Hermes Translation** is a language service provider comprised of professional wordsmiths who craft written content with the utmost care and skill. Specializing in **English-to-French** translation, we consistently meet your communication goals by producing high-quality texts.

#### **Our team:**

- ◆ Mélodie Benoit-Lamarre, certified translator (OTTIAQ), B.A. in Translation, co-owner
- ◆ Pascal Danis, certified translator (OTTIAQ), B.A. in Translation, co-owner
- ◆ Caroline Tremblay, certified translator (OTTIAQ), B.A. in Translation, editor and lecturer
- ◆ Annie Bergeron, B.A. in Translation, translator and editor
- ◆ Vincent Thibault, translator and writer
- ◆ Audrey Marcoux, M.A. in Translation, translator

Working with Hermes means you are in direct contact with our two co-owners. These versatile language experts **master their business**, respond quickly and assure the quality of each and every document. Our translators also adhere to the **strict ethical and confidentiality guidelines** of our professional order (Ordre des traducteurs, terminologues et interprètes agréés du Québec/OTTIAQ).

Professionals in our extensive network sometimes lend a hand in peak periods or with high volumes. Files sent to external colleagues are **systematically revised internally** to ensure quality and compliance with client requirements. **French-to-English translation requests** are generally referred to our trusted business partner, the Chameleon Collective ([chameleoncollective.ca](http://chameleoncollective.ca)), represented by Zoë Blowen-Ledoux.

### Relevant experience

We have broad expertise and take pride in rendering your messages clearly and accurately. We are able to handle small, time-sensitive requests while carrying on larger projects (30,000+ words) without compromising the quality of the final results. Over the years, our team has translated websites, magazines, brochures, workshop materials, promotional documents, annual and corporate reports, manuals, meeting documents, PowerPoint presentations, guidelines, newsletters, and much more. We are particularly skilled with marketing documents and can translate administrative documents efficiently, too.

## List of clients and references

We forge long-lasting relationships with our clients through a positive, people-based approach that ensures mutual satisfaction. We sincerely care about our clients' image, message and communication goals, and we adapt to their needs accordingly. Skilled at managing tight turnarounds on a daily basis, we always deliver top-quality documents on time.

Our translators are proud to have worked directly with over 120 clients since 2008 and to be the trusted supplier of **about 20 regular clients**. Here is what they have to say about us:

◆ **Government of the Northwest Territories** (since 2012)

*"Your work exceeds our expectations. Your team remains highly professional regardless of the situation. You understand the importance of meeting the criteria related to our translation requests and have adapted quickly to the context and terminology of the north."*

◆ **Canadian Association of University Business Officers (CAUBO)** (since 2009)

*"I would like to thank each of you for your professional, efficient and friendly service both before and during the CAUBO conference. [...] Your professionalism, enthusiasm and attention to detail are greatly appreciated. The positive and helpful attitude of your entire team makes my job much easier during a stressful period."*

◆ **Canadian Automobile Association (CAA) – National Office** (since 2010)

*"I know it's been a bit of a hectic few weeks and we really appreciate Hermes' reliability, professionalism and patience! You guys are wonderful to work with."*

◆ **Ten Thousand Villages** (since 2011)

*"We have been impressed with Hermes' attention to detail, quick turnaround times and understanding of our organization's mission. We really appreciate that their small team of translators knows our account well and is sensitive to our brand's language. Their translators regularly exceed our expectations, researching topics to ensure that translations are absolutely accurate, reporting potential issues with the original text, and consistently demonstrating excellent communication throughout."*

◆ **CAA-Québec** (since 2008)

*"Warmth, reliability, constant attention, the wish to grow with their clients: these are some of the precious qualities we have found in working with Hermes."*

◆ **Other clients**

*"I am always impressed with your thoughtful approach and I really appreciate the time you take to explain your process and the background to your translation work."*

*"I read the French CV to my professor as an exercise. He is from France and he said he hadn't read such good French in a long while. Thanks for the excellent translation."*

*"You have entirely exceeded my expectations. In this translation, your intelligence and in-depth research are clearly apparent, as is the quality. The meaning has been rendered both appropriately and accurately... Merci!"*

### Availability and volume

Documents for translation are generally received and returned by email: [info@traductionshermes.com](mailto:info@traductionshermes.com).

We usually respond to requests and questions within two hours, except after business hours<sup>1</sup> and on statutory holidays.<sup>2</sup>

Since quality is key, we take time to do our best on every project. Consequently, we translate up to **200 words per hour (1,600 words per day)**. We may also exceptionally provide rush service when requests exceed this volume or require us to work after hours. Our rush availability is not guaranteed and must always be accepted and confirmed; our rush fee is always applied with the client’s agreement.

### Fee schedule and programs

	<b>Standard rates</b>	<b>Level 1 loyalty</b> (Annual sales = \$10,000+)	<b>Level 2 loyalty</b> (Annual sales = \$20,000+)
<b>Minimal fee</b>	\$40.00/request or file	\$35.00/request or file	\$30.00/request or file
<b>Word rate</b>	\$0.27/word	\$0.25/word	\$0.23/word
<b>Hourly rate</b>	\$80.00/hour	\$70.00/hour	\$60.00/hour
<b>Rush rate</b>	+ \$0.05/word + \$15.00/hour	+ \$0.05/word + \$15.00/hour	+ \$0.05/word + \$15.00/hour

Invoices are sent after delivery or at the end of each month, and payment is due within 30 days.

Fees of 18% interest per year (1.5% per month) are charged on overdue accounts.

**Loyalty program:** Clients who send us great volumes will gradually level up to better rates until the end of the calendar year. See the fee schedule for more details.

**Referral program:** Should you bring us a new client through referral or recommendation, we will happily offer you a translation credit based on the income earned from that new client after our first year working with him.

**Donation program:** We donate a percentage of our annual income to causes that are important to us. When working with Hermes, you contribute to charities through our business.

**We look forward to working with you!**

<sup>1</sup> Our regular business hours are from 9 a.m. to 5 p.m. (ET), from Monday to Friday.

<sup>2</sup> Statutory holidays include: New Year’s Day (January 1); Good Friday; Easter Monday; Victoria Day; St. Jean Baptiste Day (June 24); Canada Day (July 1); Labour Day; Thanksgiving; Christmas Eve (December 24); Christmas (December 25); Boxing Day (December 26); New Year’s Eve (December 31).