

Valeria B. Delmar, CT, MATI, CHI™

A LINGUA FRANCA



# Professionalize

Your Practice

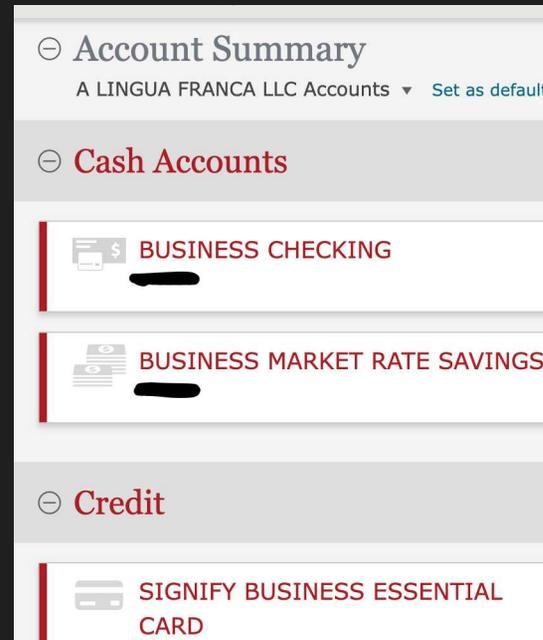
1. Essentials Set-Up
2. Get Organized
3. Professionalizing
4. Working Relationships

# Essentials Set-Up



## Legal entity

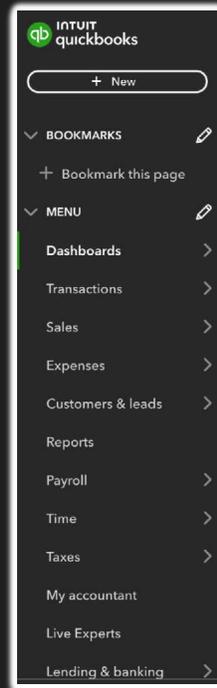
Enables you to keep your personal and business assets separate for legal protection and bookkeeping purposes, primarily, but there are many other benefits. I personally set up an LLC.



## Banking

No comingling of personal and business funds. Helpful for tracking income and expense. Build business credit in case a loan is necessary.

# Essentials Set-Up



## Bookkeeping

Ideally, you would want to have a system that allows you to track your finances, plan for tax payments, and prepare for audits. Bonus points if you can also invoice and get paid directly through said system. I personally use Quickbooks.

**This policy does cover**

**Negligence**  
We cover any alleged mistakes in your provision of professional services. This includes failing in your 'duty of care,' giving incorrect advice, an omission (leaving something out), or failing to deliver your services.

**Defense costs**  
If you're sued, even if you haven't made a mistake, we will appoint an attorney to defend you, even if the lawsuit is groundless.

**Services performed in the past**  
We cover the services you have performed going back to an agreed – upon date – even if that date is before you were insured with Hiscox – for any unknown claims that may be made against you and reported to us during the policy period. This date, the retroactive date, is printed on the Declarations Page of your policy.

**Worldwide insurance coverage**  
We cover claims arising from work done anywhere in the world as long as the claim is filed in the United States, its territories, or Canada.

**Employees, temporary staff, and independent contractors**  
We cover claims arising from services performed by your employees, temporary staff, or independent contractors if those services were performed on behalf of your business.

**Claims and damages**  
We cover claims for damages, including up to \$250,000 of punitive damages where allowed by law.

**Personal injury**  
We cover claims of libel and slander as part of your professional services.

**Supplemental payments**  
We will pay for expenses you reasonably incur as a result of attending arbitration proceedings or trials in the defense of a covered claim. We will pay up to \$5,000.

## Professional Liability Insurance

Have peace mind knowing you can protect yourself or at least mitigate negative outcomes of potential situations that may arise during the course of you running your business.

# Get Organized



Assignment/Time  
Tracking



New Relationship  
Documents



Templates for  
Professionalism and  
Efficiency

# Assignment/Time Tracking

	A	B	C	D	E	F	G	H	I	J		
1	A LINGUA FRANCA - ASSIGNMENTS - 2020											
2	INVOICE NO.	ESTIMATE	INVOICE DELIVERY	BILLED PER	BILLED QUANTITY	BILLED RATE	TOTAL DUE	TIME SPENT (hours)	HOURLY RATE			
	K	L	M	N	O	P	Q	R	S	T	U	V
	SERVICE TYPE	END CLIENT	INDUSTRY	DOC TYPE(S)	TenT	TAXES TO BE PAID	MILEAGE total	MILEAGE notes	INVOICES TOTAL	WEEKLY TOTAL	WEEKLY TIME	WEEKLY HOURLY

Time is money. Track your time and your money to see trends and adjust as needed.  
 Track mileage (if you're so inclined).  
 Track state and federal taxes owed and payment.

# Assignment/Time Tracking

INVOICE NO.	ESTIMATE	INVOICE DELIVERY	BILLED PER	BILLED QUANTITY	BILLED RATE	TOTAL DUE	TIME SPENT (hours)	HOURLY RATE	SERVICE TYPE	END CLIENT	INDUSTRY	DOC TYPE(S)	TenT	TAXES TO BE PAID	MILEAGE total	MILEAGE notes	INVOICES TOTAL	WEEKLY TOTAL	WEEKLY TIME	WEEKLY HOURLY	
<b>ANNUAL TEXAS FRANCHISE REPORT: NO TAXES</b>																					
<b>DUPLICATE BY MAY 15 2020</b>																					
WEEKLY TOTALS (MAY 10)																			\$55.00	1.00	\$55.00
NO BILLABLE WORK																					
WEEKLY TOTALS (MAY 11-MAY 17)																			\$0.00	0.00	\$0.00
ALF20-1597		5/21/20	MIN	1	\$55.000	\$55.00	0.75	\$73.33	Translation		Banking	Marketing	ALF-Memsour	\$11.00							
WEEKLY TOTALS (MAY 18-MAY 24)																			\$55.00	0.75	\$73.33
ALF20-1598		5/27/20	WORD	4625	\$0.040	\$185.00	2.00	\$92.50	Editing		Government		MemoQ	\$37.00							
ALF20-1599		5/28/20	MIN	1	\$55.000	\$55.00	1.00	\$55.00	Translation		Banking	Marketing	ALF-Memsour	\$11.00							
ALF20-1600		5/28/20	MIN	1	\$55.000	\$55.00	1.00	\$55.00	Translation		Banking	Marketing	ALF-Memsour	\$11.00							
ALF20-1602		5/30/20	MIN	1	\$55.000	\$55.00	2.00	\$27.50	Proofreading		Unknown	Unknown	Smartcat	\$11.00							
WEEKLY TOTALS (MAY 25-MAY 31)																			\$350.00	6.00	\$57.50
<b>Q2 TOTALS - Payment Period: April 1 - May 31</b>																			JUNE 12th paid Q2 for a total of \$1,306.18 (payment to be officially dated JUN 1		
<b>DUPLICATE June 15</b>																					
ALF20-1603		6/3/20	MIN	1	\$55.000	\$55.00	1.00	\$55.00	Translation		Banking										
WEEKLY TOTALS (JUN 1 - JUN 7)																					
ALF20-1604		6/9/20	WORD	4569	\$0.040	\$182.76	3.00	\$60.92	Editing		Government										
ALF20-1601		6/11/20	WORD	14822	\$0.200	\$2,964.40	28.00	\$105.87	Translation		Banking										
ALF20-1605		6/11/20	FIXED	1	\$2,880.000	\$2,880.00	20.00	\$144.00	Translation		Banking										
WEEKLY TOTALS (JUN 08 - JUN 14)																					
ALF20-1606		6/17/20	FIXED	1	\$80.000	\$80.00	1.50	\$53.33	Translation	Individual	Education										
ALF20-1607		6/21/20	WORD	13828	\$0.090	\$1,244.52	24.00	\$51.86	Translation		Social W										
WEEKLY TOTALS (JUN 15 - JUN 21)																					
ALF20-1608		6/23/20	WORD	5582	\$0.040	\$223.28	2.50	\$89.31	Editing		Medical										
WEEKLY TOTALS (JUN 22 - JUN 28)																					
ALF20-1609		7/7/20	WORD	1066	\$0.090	\$176.94	2.50	\$70.78	Translation		Social W										

T - 300 - 600 w/hr  
 E - 1,500 - 2,500 w/hr  
 P - 3,000 - 5,000 w/hr

# New Relationship Documents - AGENCIES

## A LINGUA FRANCA

### CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

This Agreement, entered into as of the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ (the Effective date) between A Lingua Franca LLC of 6509 Bear Cat Ridge Drive, El Paso, TX 79912 and \_\_\_\_\_

\_\_\_\_\_  
(Independent Contractor – Name and Address)

to ensure the protection and confidentiality of information which A Lingua Franca LLC may disclose or make available to Independent Contractor for translation- and/or interpretation-related services.

A Lingua Franca LLC intends and desires to honor the need for confidentiality in all of its business transactions, particularly those that involve the disclosure of information to the Independent Contractor, and therefore has outlined guidelines as follows:

1. All information disclosed to Independent Contractor by A Lingua Franca LLC or its clients shall be deemed to be "Proprietary Information." Proprietary Information means all information in writing and/or communicated orally as confidential at the time of its disclosure.
2. The Proprietary Information is disclosed under this Agreement for the purpose of enabling the Independent Contractor to use such information to complete Independent Contractor projects. Independent Contractor shall at all times during the terms of the Agreement and for a period of two (2) years after its termination keep confidential and restrict the use of all Proprietary Information.

## CONTRACT: ICA, Confidentiality and/or Non-Disclosure Agreements

Form <b>W-9</b> (Rev. October 2018) Department of the Treasury Internal Revenue Service		Request for Taxpayer Identification Number and Certification		Give Form to the requester. Do not send to the IRS.
▶ Go to <a href="http://www.irs.gov/FormW9">www.irs.gov/FormW9</a> for instructions and the latest information.				
1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.				
2 Business name/disregarded entity name, if different from above				
Print or type. See specific instructions on page 3.	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.			4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
	<input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate			Exempt payee code (if any) _____
	<input type="checkbox"/> Limited liability company. Enter the tax classification (C-C corporation, S-S corporation, P-Partnership) ▶ _____ <b>Notes:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.			Exemption from FATCA reporting code (if any) _____
	<input type="checkbox"/> Other (see instructions) ▶ _____			Applies to accounts maintained outside the U.S.) _____
5 Address (number, street, and apt. or suite no.) See instructions.		Requester's name and address (optional)		
6 City, state, and ZIP code				
7 List account number(s) here (optional)				
<b>Part I Taxpayer Identification Number (TIN)</b>				
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> , later.				Social security number
				____ - ____ - _____
or				Employer identification number
				____ - _____
<b>Note:</b> If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.				

### W-9 Tax Form for U.S.-Based Freelancer

### AUTHORIZATION AGREEMENT FOR DIRECT DEPOSITS (ACH CREDITS)

Delmar, Valeria - Business Checking Account for A Lingua Franca LLC  
 Last Name First Name (Please Print Clearly)

Payment Method – Direct Deposit – ACH

# New Relationship Documents

## DIRECT CLIENTS

State of Texas NIGP Class-Item: 961-75 Translation Services  
 NAICS - 541930 Translation & Interpretation Services  
 SIC - 7389 Business Services, Not Elsewhere Classified

Contracting Codes

Valeria B. Delmar, MATI, CHI™  
 Consultant - Trainer - Interpreter - Translator  
 A LINGUA FRANCA LLC | [valeria@alinguafranca.com](mailto:valeria@alinguafranca.com) | 915-731-1968  
 www.alinguafranca.com

November 27, 2024

Company Name  
 Mr./Mrs. First and Last Name  
 Address 1  
 Address 2

Via Email: Person's Name at Person's Email

**RE: Engagement Letter for XXX Services**

Dear **XXX**:

This letter is to confirm our understanding of the terms and objectives of our engagement and the nature of the services we will provide. I hope to better meet your expectations of service by clearly outlining the particular services to be provided and their frequency.

Below is a partial list of services offered, which can be provided on a schedule as indicated below or if no frequency is indicated below, service can be provided on an as-needed basis.

	Monthly	Quarterly	Annually
<b>Consulting Services</b>			
Copywriting/Content Development			
Recruitment			
Performance Coaching			
Internal Business Support (RFP's, etc.)			
Evaluations/Assessments (language or T&I skills)			
<b>Training Services</b>			
Course Development			
Training			
<b>Interpreting Services</b>			
Conference Interpreting (simultaneous, chuchotage)			

Company Name  
**STANDARD TERMS AND CONDITIONS FOR XXX SERVICES**

- Our fees and costs will be billed monthly, and are payable upon receipt. Invoices unpaid 30 days past the billing date may be deemed delinquent, and are subject to a late fee of 2% per month. We reserve the right to suspend our services or to withdraw from this engagement in the event that any of our invoices are deemed delinquent. In the event that any collection action is required to collect unpaid balances due us, you agree to reimburse us for our costs of collection, including attorneys' fees.
- If we elect to terminate our services for nonpayment, or for any reason provided for in this letter, our engagement will be deemed to have been completed upon written notification of termination, even if we have not completed your scope of work. You will be obligated to compensate us for all time expended, and to reimburse us for all of our out-of-pocket costs, through the date of termination.
- In connection with this engagement, we may communicate with you or others via email transmission. As emails can be intercepted and read, disclosed, or otherwise used or communicated by an unintended third party, or may not be delivered to each of the parties to whom they are directed and only to such parties, we cannot guarantee or warrant that emails from us will be properly delivered and read only by the addressee. Therefore, we specifically disclaim and waive any liability or responsibility whatsoever for interception or unintentional disclosure of emails transmitted by us in connection with the performance of this engagement. In that regard, you agree that we shall have no liability for any loss or damage to any person or entity resulting from the use of email transmissions, including any consequential, incidental, direct, indirect, or special damages, such as loss of revenues or anticipated profits, or disclosure or communication of confidential or proprietary information.
- To the extent we accumulate any of your original records during the engagement, those documents will be returned to you promptly upon completion of the engagement, and you will provide us with a receipt for the return of such records.
- In the event that we are or may be obligated to respond to a subpoena, court order, or other illegal processes for the production of documents and/or testimony relative to information we have obtained and/or prepared during the course of this engagement, you agree to compensate us for the time we expend in connection with such response, and to reimburse us for all of our out-of-pocket costs incurred in that regard.
- In the event that we are or may be obligated to pay any cost, settlement, judgment, fine, penalty, or similar award or sanction as a result of a claim, investigation, or other proceeding instituted by any third party, and if such obligation is or may be a direct or indirect result of any inaccurate, incomplete, or misleading information that you provide to us during the course of this engagement (with or without your knowledge or intent), you agree to indemnify us, defend us, and hold us harmless as against such obligation.
- You agree that any dispute (other than our efforts to collect an outstanding invoice) that may arise regarding the meaning, performance, or enforcement of this engagement or any prior engagement that we have performed for you, will, prior to resorting to litigation, be submitted to mediation, and that the parties will engage in the mediation process in good faith once a written request to mediate has been given by any party to the engagement. Any mediation initiated as a result of this engagement shall be administered within the county of El Paso, Texas, by a law firm specializing in the mediation process, not associated with either party, and selected by us, according to its mediation rules, and any ensuing litigation shall be conducted within said county, according to Texas law. The results of any such mediation shall be binding only upon agreement of each party to be bound. The costs of any mediation proceeding shall be shared equally by the participating parties.

**CONTRACT: Letter of Engagement w/Pricing & Standard Terms**

# New Relationship Documents – YOU/THEM



## A LINGUA FRANCA

Valeria B. Delmar, CT, MATI, CHI™ | Translation Strategist  
 Spanish-English Certified Translator (ATA) and Simultaneous Interpreter (MIS)  
 A LINGUA FRANCA LLC | Business – Outreach – Government – Healthcare  
 valeria@alinguafanca.com | M: 915-731-1968  
 www.alinguafanca.com | Mountain Time Zone (GMT-7)

### PROFILE

**Language access expert** ready to partner for client and/or team-facing building and running of operations, recruitment, testing, training, mentoring, and **executive decision-making with tact and strategic reasoning.**

15+ years as a **certified translator**, conference, legal, and medical interpreter plus 8 years as a **business owner, university professor** of interpreting and translation studies and **board member** for T&I field advocacy groups.

### CONTACT

915-731-1968  
 valeria@alinguafanca.com  
 www.alinguafanca.com

### FOCUS

Senior-level consulting on projects related to language access operations for **government contracts, educational institutions, or internal business operations.**

### CLIENT TESTIMONIALS

"Thank you for your work last week, your flexibility on the long days, and your dedication to doing a good job. Your role has been and is vital for the project and you were right on point, professional, personable, accurate, timely, and dedicated to quality service!" – **Texas State Agency Client**

"We went with you rather than our in-house team because we needed the Varsity Team for the event!" – **Hospital in El Paso, TX**

### EDUCATION, CERTIFICATIONS & AFFILIATIONS

**MA SPANISH TRANSLATION & INTERPRETATION**  
 Middlebury Institute of International Studies at Montreay (MIS) – 2008-2010  
 Undergraduate coursework in Translation and Psychology  
 Lille Catholic University (in France) – 2006

**BA FRENCH & PSYCHOLOGY, cum laude**  
 Graduate coursework in Translation and Judicial Interpretation  
 University of Texas at El Paso (UTEP) – 2003-2008

**ATA Certification – Spanish > English Certified Translator**  
 American Translation Association (ATA) and Voting Member - 2018

**Certified Healthcare Interpreter (CHI) – SPANISH**  
 Certification Commission for Healthcare Interpreters (CCHI) – 2015

**Simultaneous Interpretation Certification – Spanish > English**  
 Middlebury Institute of International Studies at Montreay (MIS) – 2010

**Translation Certification – Spanish > English**  
 University of Texas at El Paso (UTEP) – 2018

**PAST PRESIDENT & BOARD MEMBER**  
 El Paso Interpreters and Translators Association (EPITA) – 2016

### T & I FIELD-SPECIFIC EXPERIENCE

ROLES	YRS.	CLIENTS	INDUSTRIES
Consultant	3	LSP, Fed Gov	Immigration, Shelter, Medical, Social Services, Clinical
Instructor	8	UTEP, LSP	Package, Interpreting, Healthcare
Recruiter	5	LSP	Oil and Gas, Healthcare, Translation
Project Manager	5	LSP	IT, Oil and Gas, Medicine, Insurance, Education, Government, Social Services, Engineering, Business
Translator	15	LSP, ALE	Advocacy, Banking, Water and Border Issues, Environment, Air Quality, HR
QA		Government, Low	Corporate Correspondence, Legal, Pharmaceutical, Visa Records, Marketing, Compliance, Websites
Interpreter	15	Law Enforcement, Non-Profits	

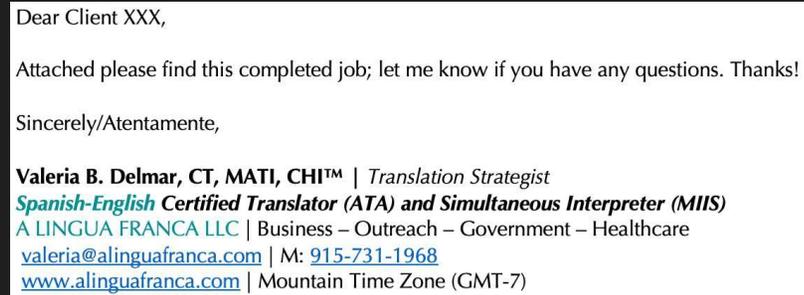
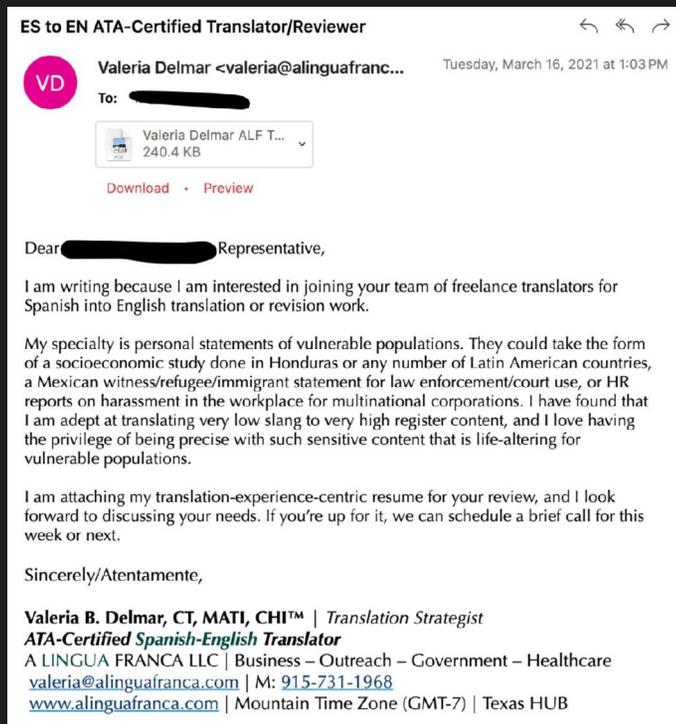
### CAREER HIGHLIGHTS

- Managing a team of 150+ interpreters and translators in the service of minor immigrant children for over 2 years
- Writing, recruiting, and leading a team of 8 technical translators for the benefit of a multinational engineering project in Latin America
- Shaping the minds of budding interpreter students for 15 years in both higher education and private settings
- Having my work product, both in translation and interpretation, serve multiple POTUS/White House administrations

Consulting Services	Hourly Fixed		
<b>Needs Assessment</b> (have Spanish-speaking audience but unsure as to what methods are best to really engage them)	████████		
<b>Evaluations/Assessments</b> (language or T&I skills)	████████		
<b>Copywriting/Content Development</b> (Spanish or English)	████████		
<b>Recruitment</b> (of in-house translators/interpreters)	████████		
Training Services	Hourly Fixed		
<b>Course Development</b>	████████		
<b>Training</b>	████████		
Interpreting Services* (oral translation: consecutive or simultaneous) (*per interpreter)	Minimum/ Half-Day*	Full-Day*	Overtime*
<b>Tier I Community Interpreting</b> (non-technical/simple)	████████	████████	████████
<b>Tier II Conference Interpreting</b> (technical/complex)	████████	████████	████████
<b>Sight Translation</b> (onsite)	████████	████████	████████
<i>Please note that for extensive simultaneous interpreting, a team of two interpreters is necessary for utmost accuracy and to avoid interpreter fatigue. To the same end and for shorter assignments where only one interpreter is engaged, please allow significant breaks.</i>			
Equipment Fee	Fixed		
<b>Equipment Fee</b> (Portable Simultaneous Interpreting - up to 1 transmitter and 11 receivers; anything else quoted on a case-by-case basis)	████████		
Translation Services (written translation)	Per-project Minimum	Per Source Word – Tier I*	Per Source Word – Tier II*
<b>Translation</b>	████████	████████	████████
<b>Editing</b> (third party translation - provided it is within scope of editing)	████████	████████	████████
<b>Proofreading</b> (QA/QC)	████████	████████	████████

PROFILE: Resume/Business Profile  
 PRICE LISTS: Update annually

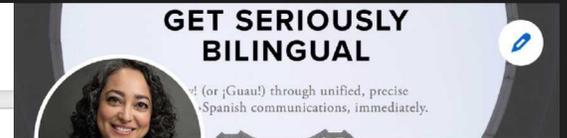
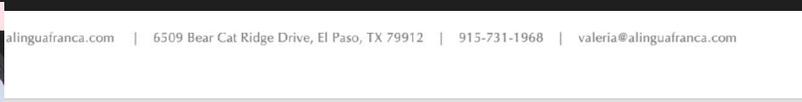
# Templates for Professionalism & Efficiency



**Email Responses/Letters**  
Prospecting, Confirming Receipt, Delivery



# Templates for Professionalism & Efficiency

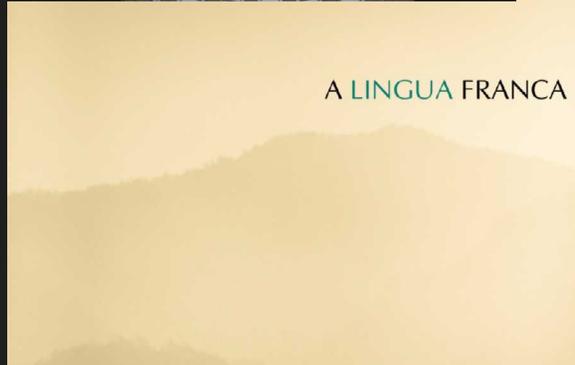
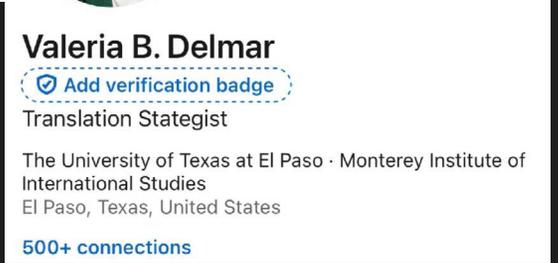


A LINGUA FRANCA



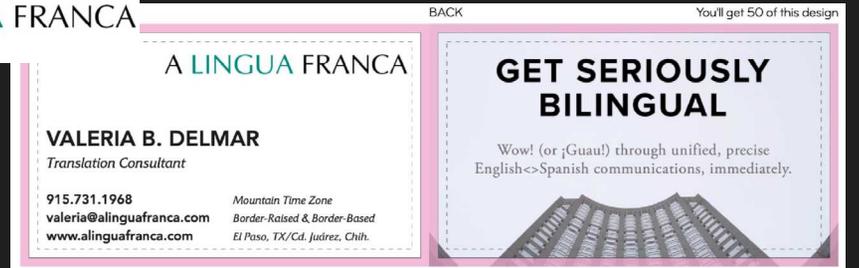
rockin'  
around  
the...uh,  
cactus?

From my sunny & desert HQ in El Paso!  
I'm bristling to work with you  
again in the New Year.



## Branding

Website, letterhead, social media spaces, holiday cards,  
Zoom backgrounds, business cards all need to be cohesive.



# Professionalizing

The image features three classical columns with ornate capitals. Each column has a vertical white label with black text. The top of the columns is connected by a horizontal white bar containing the title 'Professionalizing'. The background is black.

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# Working Relationships



People do business with  
people they know, like,  
and trust.

# Questions? I invite you to connect.

A LINGUA FRANCA

**Valeria B. Delmar, CT, MATI, CHI-Spanish** | *Translation Strategist*  
***Spanish<>English Certified Translator (ATA) and Simultaneous Interpreter (MIIS)***

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**Valeria B. Delmar, CT, MATI, CHI™**

Senior Coordinator of the Translation and Interpretation Program/Office

Professor of Translation & Interpretation

ATA-Certified Spanish <> English Translator

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