

NYH – Translation Internship Program
Professor's guide

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Overview

New York Habitat

New York Habitat was established in 1989 under the auspices of Founder and President Marie-Reine Jézéquel.

Its French subsidiary company was opened with an Office in Paris in 1996 and further developed with the South of France in 2001 and a new subsidiary company in London, U.K., in 2002.

The idea for the company came after recognizing the lack of options available to travelers who desired more personal accommodations than those provided in hotels. This is how New York Habitat designed a way to give travelers the feeling of what it is like to live independently in New York, Paris, the South of France or London, by arranging stays in quality furnished apartments. Our approach was and is unique and has been embraced by the international travel community. Since its inception, the company has grown and expanded its services and clientele. Originally serving mostly French visitors to New York, New York Habitat now serves a vast international clientele.

New York Habitat is a real estate agency licensed in the United States by the State of New York. New York Habitat-Europe is its French subsidiary company and New York Habitat London Ltd is its British subsidiary company. Due to our relations with the world of travel, we are endorsed by IATAN and members of ASTA (American Society of Travel Agents).

The goal of the internship

We strive to offer interns a unique and rewarding experience, allowing them to hone their skills and acquire real work experience. The purpose of the internship is to give students an accurate overview of a translator's job from a professional standpoint, rather than an academic one.

We have recently reorganized the internship program, offering our interns a more comprehensive package to allow them to experience real work experience in a real estate company.

We offer two different internship programs:

1. Translations + Speaking Skills

In the Translations department, purpose of the internship is to give students an accurate overview of a translator's job from a professional standpoint, rather than an academic one. Students will translate NY Habitat content (mainly descriptions and client reviews) which will be published on our website. In addition, they may carry out other translation-related tasks, such as proofreading and cross-proofreading with other interns and updating old apartment descriptions.

In addition, interns will have the chance to improve their language speaking skills by handling the company's phone line and, therefore, communicating with our international clientele and owners. Interns will have the opportunity to follow up on our clients by managing NY Habitat's chat line. Apart from enhancing English-speaking skills, interns will learn how to make use of foreign language competencies. They will be able to identify and solve a problem, work

independently, manage time, plan, and anticipate. This also involves being able to show initiative, develop research strategies, and be productive, as well as prove to have adaptability and reactivity to various scenarios. It is also important to understand, interpret, record, and transmit information received when answering the New York Habitat phone line and to learn how to use the company's documentary resources. In addition, interns should know how to speak clearly, negotiate, and adapt to different audiences and have social skills, courtesy, and be able to comply with the company's culture. We also ask students to be able to manage stress, be innovative and creative, especially when talking with clients. Finally, what's also important is to learn how to be integrated in the team and develop collaborations with other staff and members and to be able to monitor and respect the instructions given.

2. Translation + Product Management

The goal for program is to understand the structure of New York Habitat's Product Management department and Translations department, in order to have the most comprehensive experience possible. The intern will learn the services we provide, how the department interacts with clients and owners, the company's positioning in the market for connecting local, out of state and international travelers with accommodations, through understanding the New York Habitat inventory of furnished rentals.

Students will have the chance to translate apartment descriptions and client reviews and carry out more translation-related tasks (as mentioned in point 1).

Interns will also be part of the Product Management department and will work as Real Estate Assistants. Interns will be trained on our business duties, which are related to apartment rentals. Students will therefore handle phone inquiries for apartment rentals, connect international customers with appropriate agents, interact and complete other tasks like interacting with the chat and managing apartment listings in the database.

We're determined to offer students an internship experience that will help them build and add value to their resume, as well as serve as a reference for future employers. Therefore, at the end of the internship, we will award students a certificate of completion. The certificate will serve as proof of the intern's participation in our internship program and will include start date, end date and total hours worked.

Intern's expectations

This internship with New York Habitat is often the student's first working experience for a real company. Here are the students' most common expectations:

- Discovering what it looks like to work as a translator for a real company
- Gaining experience for a future job
- Learning how to work faster, more efficiently
- Getting better at time management and organization.
- Learning from their mistakes
- Getting used to concentrating for a long period (translation work at university rarely exceed 2 hours of straight work)
- Learning some new Real estate vocabulary
- Learning how to adapt translations to the typology of the texts.

Internship benefits

Interning at New York Habit will give the intern the opportunity to work within a multicultural environment for a company with an international customer base. The intern will get to interact with co-workers who speak more than three languages and live in different places throughout the globe. There will always be someone to provide advice and help with his/her translation work. The intern will be encouraged to get involved, interact with, and ask his/her supervisor questions in order to produce the highest quality work possible. His/her ability to do extensive research, come up with ideas, and even identify mistakes in the original text will demonstrate his/her level of involvement. His/her ability to work in teams is one of the factors that will be taken into account during the final evaluation.

Working at New York Habitat will allow him/her to hone his/her translation skills and make steady progress as the difficulty level of the tasks assigned increases. The intern will start out translating apartment descriptions and customer reviews and move on to work on blog posts and video scripts. Each type of translation requires a different approach and will teach him/her to tackle a specific set of issues.

Among others, these issues include adapting to the language level of the original text and including keywords into the content as seamlessly as possible, all while keeping a natural writing style that's easily read and understood. The intern will have to do research to be able to properly translate detailed information pertaining to various neighborhoods in New York, Paris, London, and the South of France, as well as tips regarding local attractions and festivals, cultural venues, historic landmarks, and must-see sporting and musical events.

Acquiring professional experience in the translation field will be a real asset as he/she make his/her way into the workforce. His/her work will be featured on the company website for all to see.

Use this to his/her advantage when applying to future jobs, presenting it to employers as an example of his/her high-quality work.

What we expect from interns

We expect the intern to take the internship seriously and be motivated regarding the work he/she do. The intern will be expected to meet deadlines, be available for phone calls, and promptly reply to emails. Most importantly, never hesitate to ask for help because in the end this will surely improve his/her performance in general. Communication is a key element in the translation process. This is where your weekly reports come into play, as they give the intern the opportunity to mention any difficulties encountered during the past week and describe what the intern hopes to accomplish during the next. This report will help the supervisor keep better track of the intern's progress and determine ways to help and challenge him/her more.

The intern is required to follow the steps below during the translation process:

- Read the original text
- Do research about the topic at hand; become familiar with the terminology and wording

- Draft the translation
- If needed, discuss it with someone at New York Habitat to make sure you have a good understanding of the subject matter and its possible translations, so as to choose the one that more accurately conveys the original idea.
- Reread the translation-
- Submit it in a timely manner, adhering to the deadline. Your translation will be published online every week.

The final translation must be free of spelling mistakes and include all required keywords according to the instructions. The text must read naturally to anyone who is unfamiliar with the original content, and it must not be obvious to him or her that it is a translation.

Certain expressions don't make sense when translated literally. The intern must therefore understand their meaning and translate the concept, rather than the words themselves in order to accurately get the message across. Furthermore, the intern will be expected to translate content in the same voice as that of the writer. The intern will have to grasp the original writing style, diction, and tone, carrying it over in your translation.

Supervisor's role

- **Train the intern**
- **Review the intern's work**
- **Answer their questions**
- **Help them improve**
- **Compliment the intern** if he/she is doing a great work
- **Encourage interns to prioritize quality over quantity.** Once they are able to deliver translation with very few corrections needed, they can try to improve their translation speed, but it usually works better to do it in two different phases over the course of a few weeks.
- **Stay in touch.** Because they are working remotely, some interns don't take the internship seriously or are simply not used to work remotely. Others will just get distracted because it's always harder for them to work from home than to be in an office. Therefore, it's important to make the intern feel that even if the supervisor is not right next to him, **he is being looked after.** Staying in touch by **email** or giving a quick **phone call** (or chatting on what's app) to check if everything is alright is very important.

Expected translated volume from the interns:

Depending on the intern's speed and experience (they get faster as the internship goes on) we consider that the interns need:

- From **7 to 13 hours** to translate a batch of **10 descriptions**
- From **30 to 45 minutes** per **page of reviews.**

An intern working 15 hours per week will translate 1 or 2 batches of descriptions. A intern working full time will translate 3 to 4 batches of descriptions.

How we manage the time spent on proofreading to make batches final

- **Focus on quality** rather than quantity.
- Make sure the interns spend enough time **proofreading their work**
- **The supervisors sends the batch back if he/she finds too many mistakes.**

If, after proofreading the first description or page the supervisor finds too many mistakes such as:

- Typos
- spelling mistakes
- mistakes due to a lack of concentration
- recurrent mistakes

It will be notified in the supervisor weekly report and instead of proofreading the whole batch, we will send it back to the intern and ask for more proofreading.

Checking on the intern

- **Call the intern** at least once per week (more if it seems necessary, depending on how it is going with the intern) at the hours he/she is supposed to be available/working.
- **Interact in their daily and weekly report** and set a pace where they feel connected through the daily log reporting a relationship with the student
- **Promote their independence.** After the first 2 weeks supervisors should not call them more than once a week unless there is an issue.

Disciplinary actions:

Disciplinary actions can be taken if the intern is not focused on the Internship or not serious enough. Signs of **lack of commitment**:

- The intern is **not working the number of hours he signed for** or spend way too much time on each content (more than 2 hours per description for example).
- There are **too many typos or mistakes** that could easily be avoided with a good proofreading and the intern has been notified it's a problem several times.
- The intern is often **missing the deadlines**.

In that kind of situation:

- The translation department supervisor will be informed
- **The supervisor will speak about it with the intern** to find the source of the problem.
- If the problem can't be solved, or if the intern doesn't have any good explanation and if things aren't getting any better after the supervisor spoke with him/her, we can decide to **terminate the internship**. Or have the intern translate less important material that will not be published.

Tips to help the intern improve

- **Proofreading, proofreading and proofreading !**

No matter how many times you say it, **it will never be enough**. All interns tend to think that when the translation is done, 90% of the work is done. That's a huge mistake. The translation itself is only 50% of the work. Proofreading is very important. A diligent proofreading can turn a good or average work into a great one.

- Encourage the intern to **take enough time to proofread his/her work**. Before proofreading his/her work, the intern should ideally wait at least a few hours, an entire day would be great.

While proofreading his/her work, the intern must search for mistakes he has made in previous translations (ideally build a list throughout the internship of most common mistakes to do some specific proofreading looking at that list) to be sure to correct them. That's the best way to improve.

- Another way to improve proofreading can also be to **proofread 2 or 3 times each text** and focus on something in particular on each proofreading:
 - First proofreading, only search for typos, accents, spelling or grammatical mistakes, rules of agreement - nothing else.
 - On the second proofreading, they don't want to look at the English version anymore, simply concentrate on the language itself, the sentence structure. They should free themselves from the English way of thinking to make his/her translation look genuine.

A good translation is a translation where nobody can find out it's a translation. The intern must ask himself: "if it wasn't a translation, as a native, would I write that sentence that way?" If the answer isn't "yes", it means there is a better way to say it.

- Another tip when proofreading, **reading aloud** can sometimes help. Hearing his/herself reading aloud can help understanding if a sentence sounds awkward or wrong.

I. Ticketing process for translation interns

Translation interns ticketing during the internship.

Part of the supervisor's role is to **comment** (when relevant) and **answer interns' questions** in the tickets. Even if there is no specific question to answer to, the supervisor will post at least one reply in each ticket to confirm the intern did the expected number of hours that day/week.

Ticket creation by interns

- During the first two weeks of internship: the interns will create **1 ticket per day** (if any hours worked during that day).
- Starting week 3: the interns will create only **one ticket at the end of each week** (last day worked or Friday)

II. Learning Goals

Learning goals will be sent at the beginning of the internship.

Name:

Date:

Duration of Internship:

Department:

** The purpose of this form is for the **intern to assess** their individual expectations and goal from the internship. The supervisor will use the form to aid the Intern during their internship.*

The student will then review on a monthly basis their initial goals, discuss why or why not the goals were achieved and what can be done to achieve them.

At the conclusion of the internship, student will review their initial goals and discuss why or why not the goals were achieved in an Internship Questionnaire.

- 1. Please identify at least three Learning Goals that you have for your translation Internship with NY Habitat.**

1. _____

2. _____

3. _____

- 2. Please identify at least three ways you plan to achieve the above goals.**

1. _____

2. _____

III. Monthly evaluation

A monthly evaluation will be sent to the intern to be filled out.

Name:

Date:

Duration of Internship:

Department:

1. What were the three Learning Goals you identified for your Internship with NY Habitat, did you achieve them?
2. If there are goals you couldn't achieve, do you know why? What can be done to help you achieve them?
3. Can you identify new goals to achieve?

IV. End of the internship questionnaire

At the end of the internship, we ask our interns to fill out the following questionnaire.

Name: _____

Date Completed Internship: ____/____/____

Department: _____

****Please provide your current Contact Information below if NY Habitat needs to contact you.***

Mailing Address: _____

Phone: () ____ - ____

Email: _____

1. Please rate your overall internship experience.

Excellent	Very good	Average	Below average	Poor
1	2	3	4	5

2. How organized was your internship experience?

Excellent	Very good	Average	Below average	Poor
1	2	3	4	5

3. What were your duties as an intern at NY Habitat?

4. Did the internship meet your expectations?

5. What aspects did you like best about your internship experience?

6. What did you like least about your internship experience?

7. Do you feel like you have improved? (in what areas?)

8. After your first week, you were asked to identify three Learning Goals for your Internship. What were these goals and did you archive them? Why?

9. Discuss something you learned as a result of disappointment or failure. (Remember failure is a growth opportunity)

10. How did this experience prepare you for future career aspirations/internships/etc

11. Did this experience convinced you to keep working in the translation field? why?

12. Would you recommend this internship to other students? Yes No Please Explain?

13. How would you rate your supervisor?

Excellent	Very good	Average	Below average	Poor
1	2	3	4	5

14. How would you rate your experience working with the professional translators?

Excellent	Very good	Average	Below average	Poor
1	2	3	4	5

15. What did you enjoy the most about your work with the professional translators?

16. What could your team/supervisors have done to improve your overall internship experience?

17. Please describe your experiences working with all the individuals in your department?

18. If you have any additional comments that were not covered in this questionnaire, please provide them below.

19. I am willing to have this evaluation on-file for other students to preview as they consider an internship setting. Yes No