

THE  
**Provincial  
Language Service**

November 4<sup>th</sup>, 2009

Carmen Duna  
Manager, Translation Services  
The Provincial Language Service  
300-210 West Broadway  
Vancouver, BC V5Y 3W2  
Canada

To Whom It May Concern:

The Provincial Language Service (PLS) has collaborated with Abdi G. Elmi on an elaborate translation project from August to October 2009 dedicated to parents of a newborn. He translated a brochure, a DVD script, and a few supporting documents on baby's crying from English to Somali. The translation process included translation and editing, focus group testing with the Somali community, back-translation, post-layout proofreading, and voiceover recording. Mr. Elmi was involved at every step of the process and demonstrated great flexibility and willingness to work as a team.

Like all languages and cultures, the Somali language and culture have their own attributes and Mr. Elmi gave us advice and acted as a cultural interpreter at times. In addition, he was able to recommend a female voiceover talent to record the audio segments for the DVD. The complete 35 audio files were recorded in his home studio and sent back to us for post-production purposes. Mr. Elmi was in charge of briefing the female voiceover talent, directing her, recording both the male and female audio segments as well as handling the files.

Though he was located in a different country and time zone, he made himself available at convenient times for us. He also responded to our questions and requests in a timely manner. We feel he was committed to this project and he complied with our procedures.

We appreciated his willingness to collaborate with us and his responsiveness. We would definitely consider working with Mr. Elmi in the future.

Sincerely,



Carmen Duna

