



Client Feedback for Better Language Company (Pty) Ltd

Nedbank Limited

We have been making use of BLC's services mainly for translations from English into the indigenous languages used in SA in the past. The company has a can-do attitude and has been a good business partner, delivering a quality end product on time and cost-effectively. We would recommend them and would continue to use them in future.

Jacolien Odendaal – www.nedbank.co.za

Editorial Assistant: Editorial and Language Services | Enterprise Governance and Compliance

First National Bank

Service: Translation

Comment: Since I started working with BLC in June 2008, BLC has consistently rendered top- class service. BLC is a reliable and professional organisation and without doubt I would want to keep them as my translation service provider in future. BLC has an outstanding work ethic. Keep up the excellent standard!

Rating: Excellent

Nonhlanhla Jordan, Linguist, FNB Compliance Support

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The CSIR (Center For Scientific And Industrial Research)

I am writing this letter as a personal reference for BLC. The Human Language Technologies Research Group, at CSIR's Meraka Institute, regularly require linguistic services, in all 11 official languages, from a service provider to aid in the development of our speech technology.

These services include selecting voices artists and directing studio recordings; editing text; translating text; and transcribing audio.

BLC has been a supplier of ours since the beginning of 2016 and have provided a variety of linguistic services (i.e. directing studio recordings, translating text and editing text). They have been reliable, prompt and efficient. The communication and management undertaken by Bangula has

been exceptional.

I trust that the information provided will be of assistance and will be happy to provide further information, if required.

Nina Titmus

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Zebra Publishing Namibia

"I acted as a project manager this year (2016) for textbook submissions for Grade 8 and 9 books for Zebra Publishers in Namibia. The work included the commissioning and development of a new Afrikaans First Language Course. Late in March the MD of Zebra Publishing contacted me to ask whether it might be possible to adapt the Afrikaans course for English as well. This was a daunting challenge. It would require not only direct translation, but at least a third of the Afrikaans reading text and grammar work would have to be creatively reworked.

I could think of only one translation company to entrust with such a project: BLC. They had assisted me with translations for the South African curriculum when I worked on contract for Oxford University Press as a Senior Commissioning Editor a few years ago.

For the Zebra project, BLC did a combination of translation, development, creative translation and research work. The total volume of the text delivered between 2 and 20 April was 150 835 words.

The project was a success, both in terms of quality and meeting tight deadlines, thanks to the following on BLC's side.

- *Willingness to accommodate our budget.*
- *Excellent project management*
- *Large database of reliable, tried and tested translators.*
- *Understanding of book production processes and technical requirements.*
- *Ability to find creative solutions to translation challenges.*
- *Total reliability.*

It is therefore a great pleasure to recommend BLC to any company or organization looking for an excellent translation partner.

Linda Bredenkamp – Educational Publisher, Editor and Author

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IKAPADATA

ikapadata is a survey research company based in Cape Town. Among other research services, we specialize in running complex face-to-face surveys and focus groups in Southern Africa with the help of mobile data collection technology. We also build custom data collection and management systems for clients so they can run their own data collection tasks. With this comes the necessity for a reliable translation and transcription service. BLC has played an integral role in the service that we have delivered to our customers over the last year. There is no job too big or too small for Marcus and Han to handle. With a fast turnaround and highly competitive rates they are our supplier of choice when it comes to translation and transcription services. We look forward to working with them for many years to come.

Shani Cooper

FIRST NATIONAL BANK

FNB would like to express their heartfelt thanks for the services that have been rendered by Better Language Company thus far; even though they've undergone some company changes in the last year or so, it has not stopped them in their service excellence. No job is too small or difficult for them to deliver on and we can depend on them to render work of high quality and excellent standard. We wish them well and trust that we will use their services for many more years to come.

Elizabeth Sass | Administration Manager | FCRM AML Operations | FNB Chief Risk Office

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OSBORN

I am exceptionally happy with your work! You guys went the extra mile for me, and delivered on time even though I gave you very tight deadlines. Thank you and well done!

Aletta Olivier – Marketing

LIFT AND SHIFT EQUIPMENT

To whom it may concern BLC edited and proofread our 2018 Outreach News Bulletin in June 2018. We received a highly professional service from them, both in terms of meeting our deadline and the quality of the editing and proofreading. We will definitely use them again and refer to others.

Tanika Swart Head of Marketing & Design Lift and Shift Equipment 178 Barbara Rd, Elandsfontein Rail, Germiston, 1401

AGGREKO ENERGY RENTAL

I am greatly appreciative for the trust relationships we have build in a short space of time. It really speaks a lot about the company's intentions and what I can expect from you as a service provider. You treat me like I am the only customer. Thanks a lot,

Phumzile Mmakola – QHSE Specialist

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PALLADIUM

BLC (Better Language Company, formerly Bangula Lingo Centre) was appointed in March 2018 as our editing and proofreading service provider. One of the publications they edit for us is our alumni newsletter called Alumni News. This is a biannual newsletter published in May and October every year. The newsletter features the development impact of alumni in their country of origin. BLC has been responsive to our changing needs, their turnaround time has been consistently fast.

Gugulethu Makhubo Communications Manager Palladium Australia Awards – Africa is managed by Palladium on behalf of The Australian Department of Foreign Affairs and Trade

MOSHATE COMMUNICATIONS

Better Language Company (BLC) has been providing editing services to us since 2018. Since we were happy with their services, we appointed BLC to write and edit quarterly newsletters for our client, Community Schemes Ombuds Service (CSOS). We were highly satisfied with their service and will not hesitate to recommend their editing and writing services to other clients

FSA YOUTH EXCHANGE

I received excellent service from BLC. Suzette was professional and very efficient. I received the translated text within a day. I would definitely consider using BLC again in future should the need arise. I have also told people I know how happy I was with the service. Suzette definitely went the extra mile communicating with me after hours and making sure I was satisfied.

Suzanne Baker

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PWC (PRICEWATERHOUSECOOPERS)

Service: PricewaterhouseCoopers has outsourced its entire language services function to BLC.. Rating: We have always received prompt, professional service from BLC. No deadlines are too tight, and they are always willing to go the extra mile for us. I would recommend them without hesitation.

Laurie Snyman, Communications Manager

BUSINESS CONNEXION (FORMERLY COMPAREX AFRICA)

Service: English language training Comment: "BLC is very flexible and accommodating and have continuously aligned the course with the needs of our organisation." Rating: Quality of service delivery rated as excellent.

Paddy Gray, Executive Consultant

LAWYER.CO.ZA

I am an attorney and the editor and founder of the www.lawyer.co.za website. BLC provided the isiXhosa, isiZulu and Setswana. translations of the website content and I am more than satisfied with the services they provided. Value for money – good – they delivered when they promised – they communicated well – and I will use them again and recommend them to others – as I do with you!

Chris van der Maas

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LEARNING CHANNEL

Service: Translation, content development, script writing, editing and proofreading of educational outcomes-based material
Comment: Really, without you and your team of experts our product wouldn't be what it is now. I look forward to working with you on future productions.

Shane Potgieter, Senior Producer

GAUTRAIN MANAGEMENT AGENCY

Writing, editing, proofreading and typesetting services rendered by BLC. BLC was appointed in 2015 by the Gautrain Management Agency (GMA) to assist in development and packaging of case studies. The service provider successfully completed the case study development project, involving writing, editing, proofreading and typesetting of a number of technical case studies. The writing, editing and proofreading were done by Ms Han Sapire, in collaboration with various experts from the GMA. The typesetting was done by a BLC graphics designer, supervised by Ms Sapire.

Viwe Mgedezi – Executive Manager, Knowledge Management

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THE HSRC (HUMAN SCIENCES RESEARCH COUNCIL)

BLC has successfully completed a number of proofreading, editing, and typesetting projects for the HSRC. In 2015, BLC proofread and typeset the Africa Insight of South Africa Publication (AISA), 44(1-4), comprising about 1000 pages across the four issues. Han Sapire managed the project and worked closely with me during the typesetting process. In 2016, BLC proofread a publication, Management and Mitigation of Acid Mine Drainage (AMD) in South Africa: Input for Mineral Beneficiation in Africa. Han Sapire supervised the proofreading and did some additional editing of the publication, where required. BLC is currently proofreading a publication, Sizonqoba: Aids in Southern Africa. The proofreading is being supervised by Han Sapire. BLC has also been commissioned to edit the four issues of the 45(1-4) Africa Insight of South Africa Publication (AISA). The editing is being done by Han Sapire, and one the first issue has been completed. Based on the work received from BLC I would not hesitate to recommend them for proofreading, editing and typesetting services.

Mmakwena Chipu – Acting Director, Publications

VIVLIA PUBLISHERS

Service: Regular translation, content development, editing and proofreading of educational outcomes-based material Rating: Quality of work and service delivery rated as outstanding.

Contact details: Moira Strydom, Publisher

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MACMILLAN PUBLISHERS

Service: Editing, proofreading, overwriting, critical reviews, learning programme development, translation and formatting of manuscripts for printing. Assistance with epub development. Rating: I would highly recommend BLC.

Contact details: Malcolm Seegers, Digital Publisher

SOUTH AFRICA PARTNERS

It is with pleasure that I provide a reference for BLC. BLC has provided a number of services to our organization over the past 3 years:

- Translations of training materials for two of our projects. They translated documents into 4 languages other than English. They also reformatted these documents so that they were ready for print. This was a huge task as it consisted of 8 individual training manuals, as well as two “flip file” teaching tools. They delivered great work.*
- Recording and transcribing interviews that we did across South Africa with a number of key participants in our programmes (23 persons) as part of a programme review we did. BLC are a professional group of individuals that deliver on tasks within the timeframes set, and often before the due date. They are reliable and ensure that the quality of the product they produce is what is expected. They have exceeded expectations and thus we use their services whenever they are needed. The whole team communicates with us. They will clarify issues before moving forward with a project if the directives are not clear and they always ensure that they deliver to the satisfaction of the client. We have always found BLC to be very good value for money. They often provide the “extra” that we did not expect, but are really grateful for. Bangula is made up of a dedicated team who obviously enjoy what they are doing. This shows in the quality and type of work they deliver. They are welcoming and ensure that they understand what the instructions are, and will deliver a quality product.*

Anthony Diesel – Country Director, South Africa

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HEINEMANN PUBLISHERS

Service: Regular translation, editing and proofreading of educational outcomes-based material

Comment: I have certainly been happy with the work that Bangula has done for Heinemann Publishers. They have demonstrated a willingness to provide support to myself and my team under circumstances that have almost always been less than ideal because of strict deadlines and limited time. I would like to add that Bangula's work has been of a very high standard.

Jenny Button, Publisher

NASOU PUBLISHERS

Service: Translation Comment: Thank you for excellent work, I'm extremely satisfied.

Lourens Kruger, Publisher

MGA (MILLIONAIRES GAMING AFRICA)

We will surely be using BLC for our translation needs for any ongoing projects. We have been very happy with the service and also the turn around time with regards to delivery. Suzette is doing a fantastic job on her end. BLC have been professional, kind and very helpful with any of the translations we have sent through the past 2 years. Should we require to start with other languages. BLC would surely be our 1st point of contact.

Heidi Halgryn

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THE DPSA (DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION)

Service: Editing, layout/design and typesetting, proofreading of various HR documents
Comments: I personally would like to thank you for work excellently done. It was excellently managed and completed. Looking forward to another fruitful future interaction with you.

Edward Teffu, Directorate: HR Planning, Dept. of Public Service & Administration

DEPARTMENT OF SOCIAL DEVELOPMENT

Service: Translation
Comments: Without hesitation or compromise, I strongly recommend the services of BLC.

Lana Petersen, DSD Parliamentary Officer

SEDA (SMALL ENTERPRISE DEVELOPMENT AGENCY, A MEMBER OF THE DTI GROUP)

Service: Writing of extensive report on presentations for Entrepreneurship month, 2007. This included working through various documents and other material and writing up a report on the main findings.
Comments: The service you provided for seda was excellent, thank you.

Lusanda Dyani, Specialist: Entrepreneurship Promotions

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SONY SOUTH AFRICA

I would like to take this opportunity to express my delight with the wonderful service we recently received from BLC, when requesting a review of translations. These days it is not often that a company will accommodate you and provide you with what you require on short notice, however I would like to express my sincere gratitude on the short turnaround time for work which has been requested. BLC has gone beyond the extra mile to ensure a client's peace of mind and satisfaction, it is simply is a pleasure dealing with Han Sapire. She took every measure to ensure that her service delivery was impeccable from start to conclusion of our dealings. It is good to know that there are some companies that still believe in good client services. I have no doubt that we will once again return to BLC for their exceptional services. Once again it has been a pleasure doing business with your company and I hope that the relationship we have developed with Han and your company will be a longstanding one.

Deepesh Dhanjee Sony Marketing Sony South Africa (Pty) Ltd

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