



# Can you get 110% on your bilingual service checklist?

Are you required to provide services in both English and French because you are in a bilingual position? Why not take a minute to see how you are doing?

Not to worry, only *you* need know your score!

If any item below does not apply to you, give yourself the points anyway or else the figures cannot add up to 110%. Are we on your side or what?

1. Doing this quiz shows your professionalism, so you get 5% from the get go!
2. If you serve the public in person, are there prominent signs indicating the availability of service in English and French and are the displays bilingual? If so, give yourself 10%.
3. Do you greet the public, whether over the phone or in person, in both English and French? If yes, award yourself 20%.
4. In your initial greeting, do you first use the official language of the majority of the province or territory where your office is located and then that of the official language minority? If yes, another 5% for you.

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- 5. Are your voice-mail greeting and message wholly in both official languages?  
If yes, give yourself 10%. \_\_\_\_\_
- 6. Do you take your cue from the language chosen by members of the public to know which language to serve them in and do you follow up in that language? If so, you get another 30%. \_\_\_\_\_

Wow! Already 80% down, only 30% to go!

- 7. Does the language in which you provide documentation to members of the public match the language they choose to be served in?  
If so, another 10% for you. \_\_\_\_\_
- 8. When you refer a member of the public to a colleague, do you select someone who can respect the person's preferred official language?  
If so, another 10%. \_\_\_\_\_
- 9. When you refer a member of the public to a colleague, do you inform the colleague of the person's preferred official language?  
If so, add a final 10%. \_\_\_\_\_

**Your total score is:** \_\_\_\_\_%

*Official Languages... it's a matter of respect*  
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