

Tips for Multilingual Communication

Keep Messages Clear and Straightforward

Avoid slang, idioms, and overly complex sentences, as these can be challenging to translate accurately.

Example:

- DON'T SAY: "We are going to knock it out of the park with this new upgrade."
- USE INSTEAD: "We're making improvements to the property that we hope you'll love."

Pro Tip: Use tools like Gemini or ChatGPT to simplify your message before translating. You can also provide a prompt for better translations.

Sample Prompt:

"I would like to send the below message to my residents. It will be translated into Spanish, German, and Hindi. Can you help me simplify it, so it translates well in all of those languages?"

[Insert Message Here]

Ask Residents for Feedback

The best way to ensure translations are effective is to ask! Regularly check in with residents (every few months) to see if they are understanding the messages or if communication could be improved.

Provide Context to Avoid Misinterpretation

Some words have multiple meanings, and without context, translations may not be accurate.

Example:

- Instead of saying: "Maintenance will visit your unit."
- Say: "A team member will visit your unit to repair the air conditioner."

Be Mindful of Cultural Differences

Some phrases or concepts may not translate well due to cultural nuances. Asking for resident feedback can help you adjust your messaging to suit their preferences and ensure clarity.

Save Commonly Used Messages

Create a library of frequently used messages. This saves time and ensures consistency across communications.

Example:

- Move-in instructions
- Maintenance notifications
- Community event invites