

RECEPTION QUALITY STANDARDS

Before the STEP Traineeship starts...

- Introduce yourself and your Group:**
 - Write an email to the Trainee;
 - Introduce yourself and anyone who is in charge of Reception in your Group to the Trainee with the contact information;
 - Give more information about the TNP and their contact details;
- Connect the Trainee with the TNP:**
 - Write an email to the TNP and introduce the Trainee (copied to the email); **or**
 - Write an email to the Trainee and introduce them to the TNP (copied to the email);
- Engage the Trainee:**
 - Connect the Trainee with other Trainees of the TNP;
 - Connect the Trainee with other Trainees present/hosted by your Group;
 - Propose a meeting with the Trainee to discuss their expectations and concerns;
 - Add the Trainee to the [Facebook group “ELSA STEP Trainees Worldwide”](#);
- Confirm the details with the Trainee:**
 - Discuss the dates of the Traineeship (confirm the start and end dates);
 - Discuss the Trainee schedule and potential time-zone issues;
 - Help with any other practicalities (administrative, living conditions, etc.);
- Prepare a welcome package:**
 - Physical package:
 - Pens;
 - Notebook;
 - National drink;
 - Postcards/messages;
 - Non-perishable food items/goodies;
 - Digital package:
 - Online postcards;
 - Welcome video;
 - Language guide;
 - Guide to local culture and legal/work culture;

During the STEP Traineeship...

- Engage the Trainee:**
 - Propose regular meetings with the Trainee;
 - Invite the Trainee to (online) events organised by ELSA;
 - Organise a(n online) get-together for the Trainee;
- Maintain the Trainee-TNP connection:**
 - Propose regular meetings with the TNP;
 - Participate in the meetings between the Trainee and the TNP;
- Provide opportunities for growth**
 - Start an online project with the Trainee about their experiences;
 - Provide the Trainee with online language tutoring/immersion

When the STEP Traineeship ends...

- Evaluation:**
 - Provide the Trainee with the [TEE](#);
 - Organise an evaluation meeting with the Trainee and the TNP; **or**
 - Organise an evaluation meeting with the Trainee only; **or**
 - Organise an evaluation meeting with the TNP only;
- Prepare a goodbye package:**
 - Physical package:
 - Photos;
 - Letters;
 - Goodies;
 - Flowers;
 - Digital package:
 - Goodbye video;
 - Photos;
 - Letters/messages;
- Organise an (online) party to celebrate the completion of the Traineeship**