



**Joint Short Term Staff Training #1
TUTORING AND MENTORING
Lisbon, 06 to 10 March 2017**

Select two persons from your group and simulate the conversation between you (Programme coordinator) and the participant. The final outcome of your presentation can be whichever you want.

- An Italian participant arrives in Lisbon for a three month mobility programme
- She had work experience from working in a family restaurant
- She starts her internship in the Bar and Restaurant Service of a 5 star hotel owned by one of the major companies that operates all over Portugal
- About one week after the internship begun, the HR manager contacted EUROYOUTH because the participant was not adjusting to the task, work rhythm and her English level was insufficient, considering the guests were predominantly foreign. What would be proposed to the participant would be a change of hotels within the group
- The HR department informed the participant of this proposal
- Her tutor at EUROYOUTH approached her to discuss this matter:
 - o The participant reported that her hotel tutor was satisfied with her performance and she thought that the whole situation was ambiguous and she was not willing to accept a change to another hotel, even if it was within the group
 - o The participant interpreted the requested change as a rejection and an expulsion from her internship
 - o Several efforts were made to change the participant's point of view about the internship placement
 - o The participant did not accept and she left to Italy 3 weeks after her arrival



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How would you handle it?

The same situation can be handled differently depending on who is involved. Please read the scenario proposed and discuss it within your group, taking into consideration the following:

- What went wrong?
- What would you do differently?
- Have you ever faced a similar situation?
- What would you make to ensure a different ending?
- What personal characteristics do you encounter in each of the persons involved that might influence the outcome of the situation?
- What do you think is the role that both tutors (programme and internship) should have?
- What about the sending institution? What is the role of the programme coordinator?