

# Stepes Etiquette Guide



**Dear Translators and Interpreters,**

Here at **Stepes** we know that our exceptional translators are the face of this company. New customers are signing up every day because of your effort to deliver the highest quality translation service to businesses and individuals around the world. For those of you joining the team, we need your help to represent Stepes in a way that keeps our customers happy and coming back for all their translation needs. So, this guide is your handbook to making a **Stepes Etiquette** a reality. We're thrilled to have you on the team!



## **S.** 1. Why Stepes Cares About Etiquette

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CHAT & TRANSLATE

### **3.1 Steps for Chat & Translate Etiquette**



TALK & TRANSLATE

### **3.2 Steps for Talk & Translate Etiquette**



BOOK A TRANSLATOR

### **3.3 Steps for Book a Translator Etiquette**



## **S** Why Stepes Cares About Etiquette

**Rules** governing socially acceptable behavior are essential for cultivating a culture of professionalism at any organization. Here at Stepes, we pride ourselves on treating others the way we want to be treated. The way we present ourselves to our customers and other Stepes members is vital to the success of our company. Exceptional service therefore begins and ends with courtesy and character that is consistent with our values.

Etiquette is what you are doing and saying when people are looking and listening.

**Be Kind. Be Courteous. Be Respectful.**

**Stepes** is a premium brand of professional translation services trusted by leading companies from around the world. By seamlessly connecting businesses and individuals with the world's linguists through our on-demand translation eco-system, we help break down language barriers between businesses and their customers, and help translators streamline their work process. Those we work with need to trust us and that begins by putting our best foot forward.





## **S** 2. The Steps Experience

In today's digital economy, businesses must act quickly in order to respond to global market demands. **Translation** is no exception as digital content is created constantly and around the clock. The ability to translate digital information quickly (in minutes versus hours and days) will enable you to get the best translation work and get ahead faster.

Mobile translation will be a game-changing solution the **localization** community needs. Mobile translation allows you to receive translation requests and then immediately begin translating anywhere and anytime, all from your smartphone or our desktop version. With Steps you can work remotely, during your travels or simply in your office. Our streamlined process allows you to have a faster project turnaround without your quality suffering since everything from project uploading to billing is automated.



Here at Steps we only ever use professional human translators, each with their own subject-matter **expertise**, to work on translation projects. Machine translation platforms such as Google Translate and Bing Translator have made significant progress. However, these translations cannot be used for customer facing content. In an ever globalizing world, translation accuracy is paramount.



With an extensive background of **13 years** in the translation of European and Asian languages combined with many more languages across the world, here at Steps we offer a truly global translation service. We match our customer content with our community of 100,000 + native-speakers, ensuring you to work with clients that match your expertise.







## **S** 3. Steps Translation Etiquette Policies



**CHAT & TRANSLATE**

### 3.1 Steps for Chat & Translate

Our customers need instant human translation of short texts, voice, and images? We are lucky to have you as a translator happy to help out! With Steps **Chat & Translate**, you can work anywhere, all from your smartphone.



**TALK & TRANSLATE**

### 3.2 Steps for Talk & Translate

Our customers choose their languages and **Talk & Translate** automatically sets the target language to the official language of the place they are visiting. You can help them with anything – from translations to restaurant recommendations. You are the local expert!



**BOOK A TRANSLATOR**

### 3.3 Steps for Book a Translator

Often, our customers need an onsite translator for international business meetings. Steps **Book a Translator** allows you to easily give in-person language assistance to business and leisure travelers. The app provides you will all necessary information.



## **S** 3.1 Chat & Translate Etiquette

**Remain** professional. **Reply** promptly. **Sign off** politely.

- S** Begin and end your Chat and Translate session with Steps etiquette:  
“Thank you for using Steps Chat and Translate. How may I assist you today?”

**Be aware of your tone.**

- S** Avoid negative words such as ‘failure,’ ‘wrong’ or ‘neglected.’

**Avoid using abbreviations.**

- S** Abbreviations look casual and are unprofessional.
- S** Some people may not understand the abbreviations
- S** Some abbreviations may not cross cultural boundaries

Text **clear, specific** information

**Always double check** when using the voice-to-text feature

Watch out for **auto-corrections**

**Once is Enough**

- S** When you’ve sent a text, don’t keep resending it if the person doesn’t respond immediately.



## **S** 3.2 Steps for Talk & Translate Etiquette

**Be Friendly. Be Respectful. Be Professional**

**S** Answer within **Three Rings**

**S** Begin and end your Talk and Translate session with **Steps** etiquette:

**S** “Hello. Thank you for using Steps Talk and Translate. My name is. How may I assist you today?”

Have a **positive attitude**

**S** It is never acceptable to argue with a caller. Let Steps handle any issue that arises.

Keep your personal information **private**

**Do not eat** while you’re on the phone

Have a **quiet place to talk**

Be aware of your **speaking volume**

Choose a normal **callback ringtone**

**Let** the customer know when you have them on speaker phone.

**If you need** to put the customer on hold, never leave the line open (mute the call).

**S** Check back with him or her frequently - preferably every 30-40 seconds





### **S** 3.3 Steps for Book a Translator Etiquette

**Be** On Site, On Time. **Be** Friendly. **Be** Respectful. **Be** Professional.

Upload a professional profile picture to your Steps account to build trust with customers. Also, update all necessary information so the Steps team can contact you.

**Introduce yourself** the Steps way:

**S** “Hello. I’m (full name), your **Steps** interpreter. It’s wonderful to meet you.”

**Dress** appropriately and be presentable

**Ten minutes early**, is on time

**Always** initiate the handshake

Have a **positive attitude**

Practice good manners

**Work hard**

Keep Your Personal Information **Private**

Keep an **Open Mind**

**S** If you’re meeting a Steps client, chances are they are not from your area or region. Keep that in mind when talking to the person.



Do **not socialize** with customers while representing Stepes.

- S.** We understand that the people you meet while fulfilling your Stepes interpreter role may want to socialize.
- S.** Keep your Stepes sessions professional.
- S.** Do not drink with customers while working.

Prepare **a polite exit**





## **S.** 4. Steps Terms of Use

The Steps services are provided by CSOFT International, Ltd. (“Steps” or “we”), located at 580 California Street, Suite 1330, San Francisco, CA 94104, USA.

### **S.** 1. CONTRACTUAL RELATIONSHIP

These Terms of Use (“Terms”) govern the access or use by you, an individual or, if applicable, the company or other legal entity you represent, possessions of applications, websites, content, products, and services (the “Services”) made available by CSOFT International Ltd and its subsidiaries and affiliates (collectively, “Steps”). PLEASE READ THESE TERMS CAREFULLY BEFORE ACCESSING OR USING THE SERVICES. In these Terms, the words “including” and “include” mean “including, but not limited to.”

Your access and use of the Services constitutes your agreement to be bound by these Terms, which establishes a contractual relationship between you and Steps. If you do not agree to these Terms, you may not access or use the Services. These Terms expressly supersede prior agreements or arrangements with you. Steps may immediately terminate these Terms or any Services with respect to you, or generally cease offering or deny access to the Services or any portion thereof, at any time for any reason.

Steps may amend the Terms related to the Services from time to time. Amendments will be effective upon Steps’ posting of such updated Terms at this location or the amended policies or supplemental terms on the applicable Service(s). Your continued access or use of the Services after such posting constitutes your consent to be bound by the Terms, as amended.

Our collection and use of personal information in connection with the Services is as provided in Steps’ Privacy Policy located at [www.steps.com/legal/privacy](http://www.steps.com/legal/privacy).





## **S.** 2. THE SERVICES

The Services constitute a technology platform that enables users of Steps’ mobile applications or websites provided as part of the Services (each, an “Application”) to arrange and conduct translation services with third party providers of such services, including independent third party translators and third party translation agencies under agreement with Steps or certain of Steps’ affiliates (“Third Party Providers”).

### **S.** License.

The Services constitute a technology platform that enables users of Steps’ mobile applications or websites provided as part of the Services (each, an “Application”) to arrange and conduct translation services with third party providers of such services, including independent third party translators and third party translation agencies under agreement with Steps or certain of Steps’ affiliates (“Third Party Providers”).

### **S.** Restrictions.

You may not: (i) remove any copyright, trademark or other proprietary notices from any portion of the Services; (ii) reproduce, modify, prepare derivative works based upon, distribute, license, lease, sell, resell, transfer, publicly display, publicly perform, transmit, stream, broadcast or otherwise exploit the Services except as expressly permitted by Steps; (iii) decompile, reverse engineer or disassemble the Services except as may be permitted by applicable law; (iv) link to, mirror or frame any portion of the Services; (v) cause or launch any programs or scripts for the purpose of scraping, indexing, surveying, or otherwise data mining any portion of the Services or unduly burdening or hindering the operation and/or functionality of any aspect of the Services; or (vi) attempt to gain unauthorized access to or impair any aspect of the Services or its related systems or networks.

### **S.** Third Party Services and Content.



The Services may be made available or accessed in connection with third party services and content (including advertising) that Stepes does not control. You acknowledge that different terms of use and privacy policies may apply to your use of such third party services and content. Stepes does not endorse such third party services and content and in no event shall Stepes be responsible or liable for any products or services of such third party providers. These third party beneficiaries are not parties to this contract and are not responsible for the provision or support of the Services in any manner. Your access to the Services using these devices is subject to terms set forth in the applicable third party beneficiary's terms of service.

#### **S.** Ownership.

The Services and all rights therein are and shall remain Stepes' property or the property of Stepes' licensors. Neither these Terms nor your use of the Services convey or grant to you any rights: (i) in or related to the Services except for the limited license granted above; or (ii) to use or reference in any manner Stepes' company names, logos, product and service names, trademarks or services marks or those of Stepes' licensors.

### **S.** 3. YOUR USE OF THE SERVICES

#### **S.** User Accounts.

In order to use most aspects of the Services, you must register for and maintain an active Services account ("Account"). You must be at least 18 years of age, or the age of legal majority in your jurisdiction (if different than 18), to obtain an Account. Account registration requires you to submit to Stepes certain personal information, such as your name, address, mobile phone number and age, as well as at least one valid payment method (either a credit card or accepted payment partner). You agree to maintain accurate, complete, and up-to-date information in your Account. Your failure to maintain accurate, complete, and up-to-date Account information, including having an invalid or expired payment method on file, may result



**in your inability to access and use the Services or Stepes' termination of this Agreement with you. You are responsible for all activity that occurs under your Account, and you agree to maintain the security and secrecy of your Account username and password at all times. Unless otherwise permitted by Stepes in writing, you may only possess one Account.**

### **S. User Requirements and Conduct.**

**The Service is not available for use by persons under the age of 18. You may not authorize third parties to use your Account. You may not assign or otherwise transfer your Account to any other person or entity. You agree to comply with all applicable laws when using the Services, and you may only use the Services for lawful purposes (e.g., no transport of unlawful or hazardous materials). You will not in your use of the Services cause nuisance, annoyance, inconvenience, or property damage, whether to the Third Party Provider or any other party. In certain instances you may be asked to provide proof of identity to access or use the Services, and you agree that you may be denied access to or use of the Services if you refuse to provide proof of identity.**

### **S. User Provided Content.**

**Stepes may, in Stepes' sole discretion, permit you from time to time to submit, upload, publish or otherwise make available to Stepes through the Services textual, audio, and/or visual content and information, including commentary and feedback related to the Services, initiation of support requests, and submission of entries for competitions and promotions ("User Content"). Any User Content provided by you remains your property.**

**You represent and warrant that: (i) you either are the sole and exclusive owner of all User Content or you have all rights, licenses, consents and releases necessary to grant Stepes the license to the User Content as set forth above; and (ii) neither the User Content nor your**





**submission, uploading, publishing or otherwise making available of such User Content nor Stepes' use of the User Content as permitted herein will infringe, misappropriate or violate**

**a third party's intellectual property or proprietary rights, or rights of publicity or privacy, or result in the violation of any applicable law or regulation.**

**You agree to not provide User Content that is defamatory, libelous, hateful, violent, obscene, pornographic, unlawful, or otherwise offensive, as determined by Stepes in its sole discretion, whether or not such material may be protected by law. Stepes may, but shall not be obligated to, review, monitor, or remove User Content, at Stepes' sole discretion and at any time and for any reason, without notice to you.**

#### **S. 4. PAYMENT**

**You understand that use of the Services may result in charges to you for the services or goods you receive from a Third Party Provider ("Charges"). After you have received services or goods obtained through your use of the Service, Stepes will facilitate your payment of the applicable Charges on behalf of the Third Party Provider, as such Third Party Provider's limited payment collection agent. Payment of the Charges in such manner shall be considered the same as payment made directly by you to the Third Party Provider. Charges will be inclusive of applicable taxes where required by law. Charges paid by you are final and non-refundable, unless otherwise determined by Stepes. You retain the right to request lower Charges from a Third Party Provider for services or goods received by you from such Third Party Provider at the time you receive such services or goods. Stepes will respond accordingly to any request from a Third Party Provider to modify the Charges for a particular service or good.**

**All Charges are due immediately and payment will be facilitated by Stepes using the preferred payment method designated in your Account, after which Stepes will send you a**



receipt by email. If your primary Account payment method is determined to be expired, invalid or otherwise not able to be charged, you agree that Stepes may, as the Third Party Provider's limited payment collection agent, use a secondary payment method in your Account, if available.

As between you and Stepes, Stepes reserves the right to establish, remove and/or revise Charges for any or all services or goods obtained through the use of the Services at any time in Stepes' sole discretion. Further, you acknowledge and agree that Charges applicable in certain rush service may increase substantially. Stepes will inform you of such rush Charges that may apply, provided that you will be responsible for Charges incurred under your Account regardless of your awareness of such Charges or the amounts thereof. Stepes may from time to time provide certain users with promotional offers and discounts that may result in different amounts charged for the same or similar services or goods obtained through the use of the Services, and you agree that such promotional offers and discounts, unless also made available to you, shall have no bearing on your use of the Services or the Charges applied to you. You may elect to cancel your request for services or goods from a Third Party Provider at any time prior to such service has started, in which case you may be charged a cancellation fee.

After you have received services or goods obtained through the Service, you will have the opportunity to rate your experience and leave additional feedback about your Third Party Provider.

## **S** 5. DISCLAIMERS, LIMITATION OF LIABILITY and INDEMNITY



The services are provided “as is” and “as available.” Stepes disclaims all representations and warranties, express, implied, or statutory, not expressly set out in these terms, including the implied warranties of merchantability, fitness for a particular purpose and non-infringement. In addition, stepes makes no representation, warranty, or guarantee regarding the reliability, timeliness, quality, suitability, or availability of the services or any services or goods requested through the use of the services, or that the services will be uninterrupted or error-free. Stepes does not guarantee the quality, suitability, or ability of third party providers. You agree that the entire risk arising out of your use of the services, and any service or good requested in connection therewith, remains solely with you, to the maximum extent permitted under applicable law.

### **S.** Limitation of liability.

Stepes shall not be liable for indirect, incidental, special, exemplary, punitive, or consequential damages, including lost profits, lost data, personal injury, or property damage related to, in connection with, or otherwise resulting from any use of the services, even if stepes has been advised of the possibility of such damages. Stepes shall not be liable for any damages, liability or losses arising out of: (i) your use of or reliance on the services or your inability to access or use the services; or (ii) any transaction or relationship between you and any third party provider, even if Stepes has been advised of the possibility of such damages. Stepes shall not be liable for delay or failure in performance resulting from causes beyond Stepes’ reasonable control. In no event shall Stepes’ total liability to you in connection with the services for all damages, losses and causes of action exceed one hundred U.S. dollars (us \$100).

Stepes’ services may be used by you to request and schedule translation and other language services with third party providers, but you agree that Stepes has no responsibility or liability to you related to any translation, goods or logistics services provided to you by third party providers other than as expressly set forth in these terms.





The limitations and disclaimer in this section 5 do not purport to limit liability or alter your rights as a consumer that cannot be excluded under applicable law.

**Indemnity.**

You agree to indemnify and hold Stepes and its officers, directors, employees, and agents harmless from any and all claims, demands, losses, liabilities, and expenses (including attorneys' fees), arising out of or in connection with: (i) your use of the Services or services or goods obtained through your use of the Services; (ii) your breach or violation of any of these Terms; (iii) Stepes' use of your User Content; or (iv) your violation of the rights of any third party, including Third Party Providers.

## **S.** 6. DISPUTE RESOLUTION

### **S.** Arbitration.

You agree that any dispute, claim or controversy arising out of or relating to these Terms or the breach, termination, enforcement, interpretation or validity thereof or the use of the Services (collectively, "Disputes") will be settled by binding arbitration between you and Stepes, except that each party retains the right to bring an individual action in small claims court and the right to seek injunctive or other equitable relief in a court of competent jurisdiction to prevent the actual or threatened infringement, misappropriation or violation of a party's copyrights, trademarks, trade secrets, patents or other intellectual property rights. You acknowledge and agree that you and Stepes are each waiving the right to a trial by jury or to participate as a plaintiff or class in any purported class action or representative proceeding. Further, unless both you and Stepes otherwise agree in writing, the arbitrator may not

consolidate more than one person's claims, and may not otherwise preside over any form of any class or representative proceeding. If this specific paragraph is held unenforceable, then the entirety of this "Dispute Resolution" section will be deemed void. Except as provided in the



preceding sentence, this “Dispute Resolution” section will survive any termination of these Terms.

## **S.** 7. OTHER PROVISIONS

### **S.** Choice of Law.

These Terms are governed by and construed in accordance with the laws of the State of California, U.S.A., without giving effect to any conflict of law principles.

### **S.** Claims of Copyright Infringement.

Claims of copyright infringement should be sent to Stepes’ designated agent. Please visit Stepes’ web page at [www.Stepes.com/legal/copyright](http://www.Stepes.com/legal/copyright) for the designated address and additional information.

### **S.** General.

You may not assign these Terms without Stepes’ prior written approval. Stepes may assign these Terms without your consent to: (i) a subsidiary or affiliate; (ii) an acquirer of Stepes’ equity, business or assets; or (iii) a successor by merger. Any purported assignment in violation of this section shall be void. No joint venture, partnership, employment, or agency relationship exists between you, Stepes or any Third Party Provider as a result of this Agreement or use of the Services. If any provision of these Terms is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced to the fullest extent under law. Stepes’ failure to enforce any right or provision in these Terms shall not constitute a waiver of such right or provision unless acknowledged and agreed to by Stepes in writing.