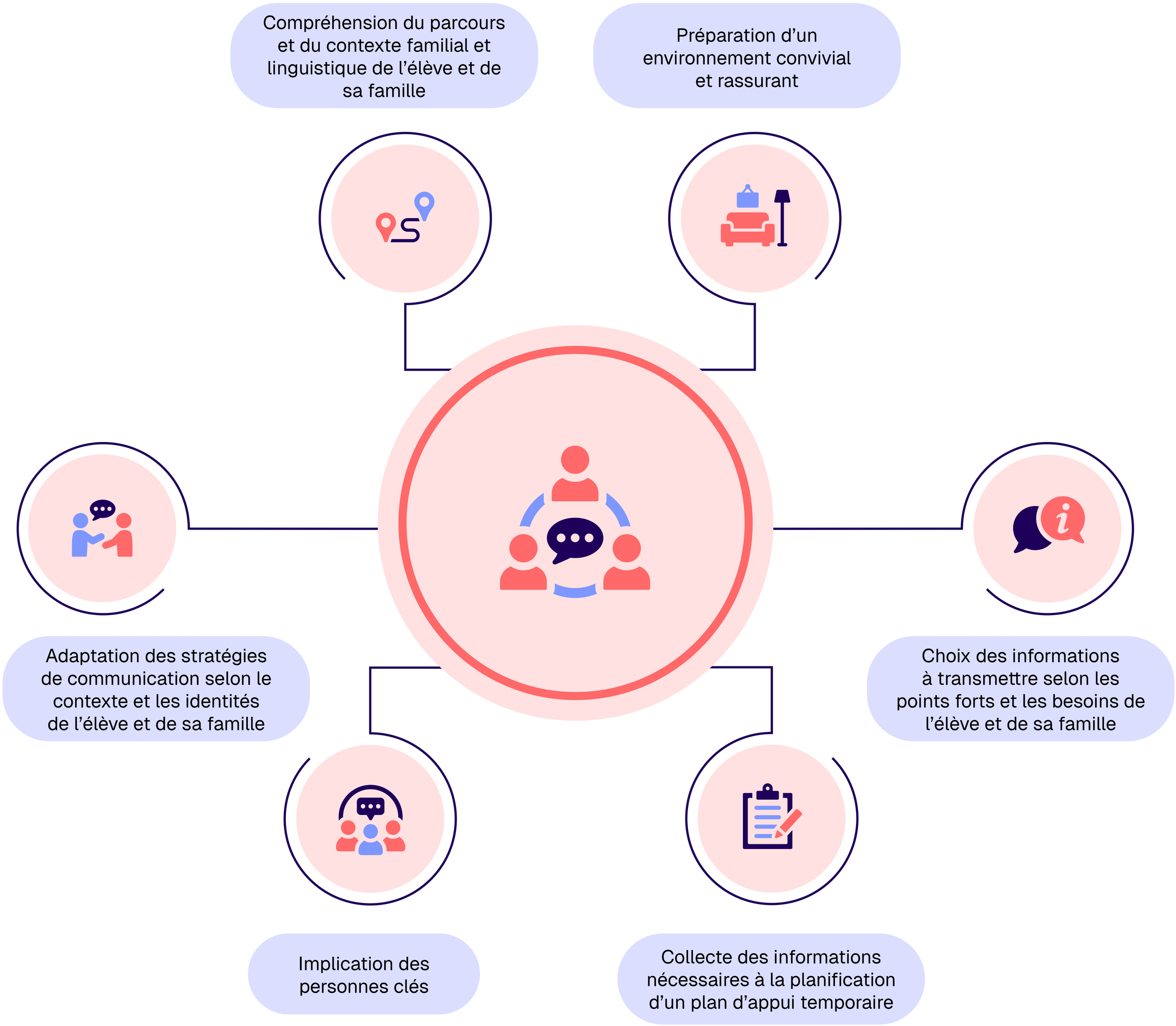Éléments clés de l’entrevue d’accueil