**SURVEY ON EDUCATION AND TRAINING NEEDED**

ADVENTURE TRAVEL

# GOAL

The aim of this assessment is to evaluate the needs for education and training of staff. What education or training do you need to become an even better member of staff?

# Please mark the skills needed. You can mark more than one.

I need better language skills in

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| Icelandic |
| English |
| I don´t need any education/training |
| Other |

I need training in service and communication skills

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| Question techniques |
| Active listening |
| Appearance and expression |
| Dealing with difficult customers |
| Written communication |
| Making your views known |
| Respecting guests’ privacy and handling their personal information |
| Conveying information to other staff members |
| Service courses |
| Your immediate surroundings - local knowledge |
| I don´t need any education/training |
| Other |

I need training in understanding the needs and expectations of customers from different cultures

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| Main characteristics of nationalities visiting Iceland |
| Communication customs/habits of different nationalities |
| Knowledge on people’s diversity |
| I don´t need any education/training |
| Other |

I need training in sales of products and services

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| Product knowledge |
| Presentation of products on the internet |
| Sales techniques |
| I don´t need any education/training |
| Other |

I need training in safety

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| First aid |
| Knowledge of appliances and equipment |
| Maintenance of appliances and equipment |
| Weather and road conditions |
| Knowledge of company safety policy |
| Safety in the Highlands |
| I don´t need any education/training |
| Other |

I need training in company processes

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| Keeping track of improvement suggestions |
| Bookings, check-in and check-out |
| Quality control |
| I don´t need any education/training |
| Other |

I need knowledge on local surroundings

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| Local leisure/recreation |
| Local travel organizers |
| Local knowledge – nature and environment |
| I don´t need any education/training |
| Other |

I need a computer course/computer courses

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| Excel |
| Word |
| Other programs, which? |
| I don´t need any education/training |
| Other |

Identify other skills or training needed

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