**SURVEY ON EDUCATION AND TRAINING NEEDED**

DRIVING PASSENGERS

# 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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| Working with tour guides |
| Spurningatækna Questioning skills i |
| Active listening |
| Appearance and expression |
| Dealing with difficult clients |
| Written communication |
| Making your views heard |
| Respecting clients’ privacy and the handling of personal information |
| Conveying information to other members of staff |
| Service courses |
| 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 nations |
| Knowledge on people’s diversity |
| I don´t need any education/training |
| Other |

I need training in safety

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| Care and maintenance of vehicles |
| Passenger safety |
| Loading and unloading |
| Driving and safety |
| Eco-driving |
| Laws and regulations |
| Self-defence |
| Roads and road safety |
| Fire prevention and evacuation |
| Weather and driving conditions |
| Transport |
| Traffic in the Highlands |
| First-aid |
| I don´t need any education/training |
| Other |

I need training in company processes

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| Keeping track of improvement suggestions |
| Quality control |
| Receiving payments |
| Vehicle check-list |
| I don´t need any education/training |
| Other |

I need knowledge about Iceland

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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 |
| Search engines and information gathering |
| I don´t need any education/training |
| Other |

Identify other skills or training needed

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