**SURVEY ON EDUCATION AND TRAINING NEEDED**

CAR HIRE – CUSTOMER SERVICE

# MARKMIÐ

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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| Questioning skills |
| Active listening |
| Appearance and expression |
| Dealing with difficult clients |
| Written communication |
| Making your views heard |
| Conveying information to other members of staff |
| Service courses |
| I don´t need any education/training |
| Other |

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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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| 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 sales of products and services

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| Product knowledge |
| Sales techniques |
| Types of vehicle |
| Accessories |
| Upgrades |
| Insurance packages |
| I don´t need any education/training |
| Other |

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| Keeping track of improvement suggestions |
| Bookings, check-in and check-out |
| Quality control |
| Damage assessment |
| Accepting return of a car |
| Types of payment |
| Function of a cashier |
| Invoicing |
| Booking a car |
| Renting out a car |
| Handling of unclaimed property |
| 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 training in financial administration

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| --- |
| Receiving payments |
| Invoicing |
| Daily account settlement |
| I don´t need any education/training |
| Other |

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

Identify other skills or training needed

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