**SURVEY ON EDUCATION AND TRAINING NEEDED**

CAR HIRE – CLEANING AND MINOR REPAIRS

# 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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| 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 |

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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| Handling dangerous substances |
| Fire prevention and evacuation |
| First-aid |
| I don´t need any education/training |
| Other |

I need training in cleaning vehicles

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| Cleaning methods |
| Product knowledge and cleaning materials |
| Avoiding physical stress and injury |
| Correct handling and use of equipment |
| I don´t need any education/training |
| Other |

I need training in company processes

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| Damage assessment |
| Keeping track of improvement suggestions |
| 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 vehicle maintenance

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| Lubrication inpection |
| Assessment of vehicle´s condition |
| Knowledge of necessary vehicle maintenance procedures |
| Tyres and tyre repairs |
| Minor repairs |
| I don´t need any education/training |
| Other |

Identify other skills or training needed

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