**SURVEY ON EDUCATION AND TRAINING NEEDED**

ROOM CLEANING

# 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

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

I need training in service and communication skills

|  |
| --- |
| Dealing with difficult clients |
| Respecting clients’ privacy and the handling of personal information |
| 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:

|  |
| --- |
| 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

|  |
| --- |
| Self-defence |
| Fire prevention and evacuation |
| First-aid |
| I don´t need any education/training |
| Other |

I need training in company processes

|  |
| --- |
| The company´s safety policy |
| Cleaning methods |
| The company´s quality requirements |
| Preventing physical strain and injury |
| Planning hygiene programs - work description |
| Correct handling and use of equipment and materials |
| Product knowledge |
| Prevention and inspection (bed bugs) |
| I don´t need any education/training |
| Other |

Identify other skills or training needed

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |