**SURVEY ON EDUCATION AND TRAINING NEEDED**

MEAL SERVICE

# GOAL

To explore 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 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 |
| 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

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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 |
| Fire prevention and evacuation |
| 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 |
| I don´t need any education/training |
| Other |

I need training in food safety

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| Food allergy/Adverse food reactions |
| Special diets/special wishes |
| Cleaning and contamination pathways |
| Our raw materials |
| I don´t need any education/training |
| Other |

I need training in company processes

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| Keeping track of improvement suggestions |
| Supply management |
| Quality control |
| Equipment maintenance |
| I don´t need any education/training |
| Other |

I need training in table service

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| Hands-on training/serving |
| Menus - content and composition |
| Wine and other beverages |
| Dealing with heavy workload |
| I don´t need any education/training |
| Other |

Identify other skills or training needed

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