

# Educational needs survey

The aim of this assessment is to evaluate the needs for education and training of staff. What education or training does your staff need to become even better?

## Educational needs survey: Car rental - Customer Service

### Instructions for setting up a survey

1. Make a list of the employees who should receive the survey.
2. Choose a survey tool, as such [Google Forms](#) or [Microsoft Forms](#).
3. Choose questions/statements for the survey. You can copy statements from the examples below. You can use all of the example statements or choose the ones you think suit best for your company.
4. Write a short introduction to the survey. You can use the example below and/or adjust it as needed.
5. Share the survey with the staff, for example by sending them an e-mail or sharing a link to the survey on social media groups/workplace.

### Example of survey introduction

Dear employee,  
To evaluate the need for education and training, we/I kindly ask you to answer the following survey. The goal of the survey is to assess what education and training you need to become an even better staff member. Note that the survey is anonymous and individual responses cannot be identified.  
Please click here to answer the survey: [insert link]

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Please mark the skills needed. You can mark more than one.

- 1) I need better language skills in
  - Icelandic
  - English
  - I don't need any education/training
- 2) I need training in service and communication skills.
  - 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
- 3) 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
- 4) I need knowledge on local surroundings.
  - Local leisure/recreation
  - Local travel organizers
  - Local knowledge – nature and environment
  - I don't need any education/training

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Please mark the skills needed. You can mark more than one.

- 5) I need training in safety.
  - 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
  
- 6) I need training in sales of products and services.
  - Product knowledge
  - Sales techniques
  - Types of vehicle
  - Accessories
  - Upgrades
  - Insurance packages
  - I don't need any education/training
  
- 7) I need training in financial administration.
  - Receiving payments
  - Invoicing
  - Daily account settlement
  - I don't need any education/training

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**Please mark the skills needed. You can mark more than one.**

8) I need training in company processes.

- 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

9) I need a computer course/computer courses.

- Excel
- Word
- Outlook
- Rentway
- Ég þarf ekki fræðslu/þjálfun