

# 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 - Cleaning and minor repairs

### 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 customers
  - Written communication
  - Making your views known
  - Conveying information to other staff members
  - Service courses
  - I don't need any education/training
- 3) I need training in safety.
  - Handling dangerous substances
  - Fire prevention and evacuation
  - First-aid
  - 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 understanding the needs and expectations of customers from different cultures.

- Main characteristics of nationalities visiting Iceland
- Communication customs/habits of different nationalities
- Knowledge on people's diversity
- I don't need any education/training

6) I need training in cleaning vehicles.

- 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

7) I need training in company processes.

- Damage assessment
- Keeping track of improvement suggestions
- Handling of unclaimed property
- I don't need any education/training

8) I need training in vehicle maintenance.

- Lubrication inspection
- Assessment of vehicle's condition
- Knowledge of necessary vehicle maintenance procedures
- Tyres and tyre repairs
- Minor repairs
- I don't need any education/training