

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: Kitchen

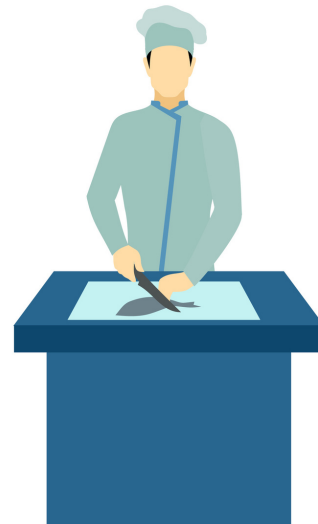
Instructions for setting up a survey

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
 - Respecting clients' privacy and the handling of personal information
 - Appearance and expression
 - Dealing with difficult customers
 - Written communication
 - Making your views heard
 - Service courses
 - Conveying information to other staff members
 - I don't need any education/training
- 3) I need training in safety.
 - First-aid
 - Fire prevention and evacuation
 - Self-defence
 - Food handling
 - Food allergy/Adverse food reactions
 - HCAPP (food safety)
 - Special diets/special wishes
 - Contamination pathways
 - Cleaning equipment and facilities
 - I don't need any education/training

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

- 4) 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
- 5) I need training in cooking - cooking methods.
 - Our raw materials
 - Food classification and storage
 - Menus - content and composition
 - Major kitchen equipment and tools
 - Calculating menu item cost and revenues
 - I don't need any education/training
- 6) I need training in company processes.
 - Keeping track of improvement suggestions
 - Quality control
 - Supply management and purchases
 - Dish display/presentation
 - I don't need any education/training
- 7) I need computer skills.
 - Excel
 - Word
 - Outlook
 - Powerpoint
 - I don't need any education/training