

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: Table 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]

Educational needs survey



Educational needs survey: Table service

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
 - Respecting clients' privacy & 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
- 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 training in safety.
 - Self-defence
 - Fire prevention and evacuation
 - First-aid
 - 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 sales of products and services.

- Product knowledge
- Sales techniques
- I don't need any education/training

6) I need training in food safety.

- Food allergy/Adverse food reactions
- Special diets/special wishes
- Cleaning and contamination pathways
- Our raw materials
- I don't need any education/training

7) I need training in company processes.

- Keeping track of improvement suggestions
- Supply management
- Quality control
- Equipment maintenance
- I don't need any education/training

8) I need training in table service.

- Hands-on training/serving
- Menus - content and composition
- Wine and other beverages
- Dealing with heavy workload
- I don't need any education/training