

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 for housekeeping staff

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 education/training
- 2) I need training in service and communication skills
 - 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
- 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 company processes

- The company's safety policy
- Cleaning methods
- The company's quality requirements
- Preventing physical strain and injury
- Planning hygiene programs - work description
- Correct handling and use of equipment and materials
- Product knowledge
- Prevention and inspection (bed bugs)
- I don't need any education/training