**Work Card 4**

**An example of a questionnaire for training needs study addressed to employees**

**Training needs questionnaire**

For employees of catering establishments

In the field of training and improving the quality of services

The test is performed on behalf of the company Hotgatroz In the Horeca sector. This company is engaged in organising and conducting trainings for managerial staff and hospitality industry employees. Training is carried out by experts and practitioners of gastronomy. Hotgatroz is a company supporting initiatives and professional development. For more information, visit **www.hotgatroz.com.pl**

The study is addressed to employees of catering establishments. Its aim is to diagnose the current needs for professional development of employees and to develop attractive training.

We hope that the results of our research will allow us to prepare an offer of training, which includes topics addressed to the employee and different levels of gastronomy. The results will also help to convey and consolidate knowledge.

Sincere and thoughtful answers are of paramount importance for obtaining a fair result of research. Only they will allow to outline a real picture of the needs of improvement and meet the expectations of stakeholders.

Thank you for the time spent completing the questionnaire. This will help you to identify the right directions of our company's activities, to gain noticeable benefits in your work, to contribute to improving the quality of catering services and thus to evaluating your plant in consumer opinion.

Please answer the following questions by inserting an X in the appropriate box and add your own suggestions in the designated places.

1. To what extent are you currently interested in raising your qualifications? *(Please rate your level of interest on the 1-7 scale, where 1 – represents the lowest interest, 7 – highest).*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| □ | □ | □ | □ | □ | □ | □ |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

2. Please specify Whether and to what extent would you be interested in the participation in training courses with a given professional topic. To do so, please insert „x” next to the chosen answer box.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Vegetable and fruit dishes with elements of carving** | Very interested | □ | Not too interested | □ |
| Rather Interested  | □ | Uninterested | □ |
| **Carving- Basic Course** | Very interested | □ | Not too interested | □ |
| Rather Interested  | □ | Uninterested | □ |
| **Italian cuisine Workshops** | Very interested  | □ | Not too interested | □ |
| Rather Interested  | □ | Uninterested | □ |
| **French cuisine Workshop** | Very interested | □ | Not too interested | □ |
| Rather Interested | □ | Uninterested | □ |
| **Professional service of the banquet** | Very interested | □ | Not too interested | □ |
| Rather Interested  | □ | Uninterested | □ |
| **Filleting and portioning of baked fish at the guest table** | Very interested | □ | Not too interested | □ |
| Rather Interested in | □ | Uninterested | □ |
| **Sommelier course** | Very interested  | □ | Not too interested | □ |
| Rather Interested | □ | Uninterested | □ |
| Rather Interested  | □ | Uninterested | □ |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Barista course- Basic level** | Very interested | □ | Not too interested | □ |
| Rather Interested  | □ | Uninterested | □ |
| **Barista course- Advanced level** | Very interested | □ | Not too interested | □ |
| Rather Interested | □ | Uninterested | □ |
| **Culinary Advisor-psychology of sales** | Very interested  | □ | Not too interested | □ |
| Rather Interested  | □ | Uninterested | □ |
| **English language for Waiters**  | Very interested | □ | Not too interested | □ |
| Rather Interested  | □ | Uninterested | □ |

3. Please specify whether and to what extent you would be interested in participating in training courses with the following interdisciplinary topics. For this, please insert x into the appropriate box.

|  |  |
| --- | --- |
| **Training** | **Level of interest** |
| **Time Management** | Very interested | □ | Not too interested | □ |
| Rather Interested  | □ | Uninterested | □ |
| **Conflict resolution** | Very interested | □ | Not too interested | □ |
| Rather Interested  | □ | Uninterested | □ |
| **Coping with stress** | Very interested  | □ | Not too interested | □ |
| Rather Interested  | □ | Uninterested | □ |
| **The art of negotiation and decision-making** | Very interested | □ | Not too interested | □ |
| Rather Interested  | □ | Uninterested | □ |
| **Interviews** | Very interested | □ | Not too interested | □ |
| Rather Interested | □ | Uninterested | □ |

4. If you have other training proposals, please enter the proposed themes.

|  |
| --- |
| **Proposed training theme** |
|  |
|  |
|  |
|  |

5. What training times would be most appropriate?

|  |  |  |
| --- | --- | --- |
| During the week, in the morning | □ | If necessary, please specify other specific terms, e.g. On certain days of the week or in certain months...................................................................................................................................................................................................................................................................................................................................................................................................................................................................... |
| During the week, in the afternoon | □ |
| Weekends | □ |

6. What maximum training duration would be most appropriate?

|  |  |  |
| --- | --- | --- |
| 5 – 10 hours | □ | Please specify other Suggestions:...................................................................................................................................................................................................................................................................................................................................................................................................................................................................... |
| 10 – 20 hours | □ |
| 20 – 50 hours | □ |
| 1. – 120 hours
 | □ |

7. Please indicate your preferred method and form of learning.

**□** Workplace

**□** Lecture

**□** E-Learning (distance learning using computer techniques),

**□** Connection.

8. Information about the respondent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Sex | Female | Male |  |  |
| Age | Below 25 years old | 25 – 49 years old | 50-65 years old |
| Gastronomical experince  | 0-5 years  | 6 – 10 Years | 11 – 20 Years | Above 20 years old |
| Job role(Please specify) |  |

**Thank You for completing the questionnaire!**

Development of a survey based on [www.opzl.pl](http://www.opzl.pl), [www.inlab.byd.pl](http://www.inlab.byd.pl)