**WORK CARD 5**

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

**Training needs questionnaire**

For owners and management in 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 employers and management staff in 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. Please specify how big the company you work for is:

|  |  |  |  |
| --- | --- | --- | --- |
| Micro (up to 9 employees) | □ | Average (50 – 99 employees) | □ |
| Small (10 – 49 employees) | □ | Large (above 100 employees) | □ |

2. Are you interested in raising your qualifications ?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes | □ | No | □ |

3. Are you interested in improving the qualifications of your employees?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes | □ | No | □ |

4. Which of the following areas of thematic training on hard skills would you be interested in? (Please tick both areas and provide an indicative number of people that would participate)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Vegetable and fruit dishes with elements Carving | Yes | □ | Number of people | ........................................ | No | □ |
| Carving Basic Course | Yes | □ | Number of people | ........................................ | No | □ |
| Italian Cuisine Workshops | Yes | □ | Number of people | ........................................ | No | □ |
| Kitchen French Workshop | Yes | □ | Number of people | ........................................ | No | □ |
| Professional service of the banquet waitons | Yes | □ | Number of people | ........................................ | No | □ |
| Filleting and portioning of baked fish at the guest table | Yes | □ | Number of people | ........................................ | No | □ |
| Sommelier course | Yes | □ | Number of people | ........................................ | No | □ |
| Barista course- Basic level | Yes | □ | Number of people | ........................................ | No | □ |
| Barista course- Advanced level | Yes | □ | Number of people | ........................................ | No | □ |
| Culinary Advisor-psychology of sales.  | Yes | □ | Number of people | ........................................ | No | □ |
| English language for Waiters  | Yes | □ | Number of people | ........................................ | No | □ |

5. Which of the following areas of thematic training, on soft skills would you be interested in? (please tick both thematic areas and indicate the indicative number of people who would participate)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Team management | Yes | □ | Number of people | ........................................ | No | □ |
| Time Management | Yes | □ | Number of people | ........................................ | No | □ |
| Conflict resolution | Yes | □ | Number of people | ........................................ | No | □ |
| Motivating and evaluating employees | Yes | □ | Number of people | ........................................ | No | □ |
| Coping with stress | Yes | □ | Number of people | ........................................ | No | □ |
| The art of negotiation and decision-making | Yes | □ | Number of people | ........................................ | No | □ |
| Effective communication | Yes | □ | Number of people | ........................................ | No | □ |
| Interviews | Yes | □ | Number of people | ........................................ | No | □ |

6. If you have other training proposals, please enter the subjects and the number of employees who would participate in the training.

|  |  |
| --- | --- |
| Topics of training | Number of people |
|  |  |
|  |  |
|  |  |
|  |  |

7. 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 | □ |

8. What maximum training duration would be most appropriate?

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

**Thank You for completing the questionnaire!**

Development of the questionnaire based on [www.opzl.pl](http://www.opzl.pl)