SURVEY QUESTIONNAIRE

Excellcia Lodge is moving with the times. We will be adapting and extending our current use of computers to join the Jambeck Chain computer system. Help us identify staff computer training needs by completing the following questionnaire and sending it back to Kerry Page, Training Manager, by internal mail.

Thanks for helping us to support you more efficiently.

Name: ______________________  Excellcia Contact No.: _____________________

How long have you worked for Excellcia Hotel? _______________________________

Which department do you presently work in? _________________________________

List any other departments you have worked in at Excellcia Hotel
______________________________________________________________

Have you ever used a computer, at work, home, training or anywhere else?

   Yes      No

Explain how you feel about the idea of using computers. Using computers makes you feel…

   % Confident
   % Just OK
   % Nervous

If you have never used a computer there is no need to complete the rest of this survey. Thank you and please remember to send this survey to Kerry Page, Training Manager.

Have you ever had any training in computers?

   Yes      No

If yes, please complete the following:

- What year did you do the training? _________________________________

- What was the length of the computer training? ________________________

Please tick the type of computer training:
Do you use the computer as part of your present job at Excellcia Hotel?

Yes   No

If yes please explain what you use it for: _______________________________________
________________________________________ _____________________________

Have you used the computer in any other hospitality job you have had in the last 5 years?

Yes   No

If yes please explain how you used the computer for that job.
______________________________________________________ _________________
_______________________________________________________________________

Do you have a computer at home?

Yes   No

How often are you currently using a computer at home, work or other places?

 daily once a week rarely never

Which of the following would you be able to do on the computer:

☐ Type, edit, save and print a document, for example a letter.
☐ Set up a database of names and addresses, for example a database of names and addresses for a hotel mailout on the latest accommodation offer.
☐ Keep details on a spreadsheet, for example stock record for a stocktake and/or budget control.
☐ Hotel specific program, for example computer reservations program.
☐ Send and receive email.
☐ Use the Internet.

How would you rate your skills on the computer?
excellent    good    need help

Thank you for your time. Please send this completed survey to Kerry Page, Training Manager.