

**TITLE:**

Communication in the management of school cafeteria

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**ABSTRACT:**

Final bachelor thesis deals with internal communications in the school cafeterias and focuses on manager's communication. Survey was sent out to a total of 250 school cafeterias, from the total number of 8154 school catering facilities across the Czech Republic. Questionnaires were completed by 116 managers (directors) of school cafeterias and 259 employees. The thesis reports on the communication skills. On one side, from the perspective of managers themselves, determining their views on how they apply communication skills. And on the other side, from the perspective of employees in cafeterias, as they perceive and understand communication. Analysis of the results revealed some differing views on issues of communication between the school cafeteria managers and their employees. Some questions were perceived as critical for both sides, in other, sides answered in positive consensus in favor of successful communication skills. Further the thesis has determined that 61% of school cafeteria managers have no training or education in management. The output of this thesis is the possibility of using questionnaires in other school cafeterias

**KEYWORDS:** manager, communications, school cafeteria

