

Appendix 6

Sample Customer Service Comment Card

Customer Service Comment Card

We want your experience in the Sam Houston National Forest to be a positive one. Please help us by completing this short survey. Thank you.

Double Lake Recreation Area: Have you been here before? **Y** **N**

Date of visit: _____

Residence-State/County/Country: _____

Please check all activities you have participated in during your visit.

- | | |
|---|--|
| <input type="checkbox"/> Camping | <input type="checkbox"/> Swimming |
| <input type="checkbox"/> Hunting | <input type="checkbox"/> Boating (non-motorized) |
| <input type="checkbox"/> Backpacking | <input type="checkbox"/> Boating (motorized) |
| <input type="checkbox"/> Fishing | <input type="checkbox"/> Wildlife/Nature Observation |
| <input type="checkbox"/> Picnicking | <input type="checkbox"/> Touring |
| <input type="checkbox"/> Mountain Biking | <input type="checkbox"/> Staying at Lodge |
| <input type="checkbox"/> Special Event | <input type="checkbox"/> Visiting Historical and/or
Archeological Sites |
| <input type="checkbox"/> Family Gathering | |
| <input type="checkbox"/> Day Hike | <input type="checkbox"/> Other _____ |

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Sam Houston National Forest
394 FM 1375 West
New Waverly, TX 77358

(Text on the back of this postcard)

Please grade your visit in the Sam Houston National Forest.

Excellent		Satisfactory		Poor
A	B	C	D	E

1. How was the overall cleanliness of the area (litter, campgrounds, toilets, etc.)?

A B C D E

2. How safe and unthreatened did you feel in the area (adequate law enforcement)?

A B C D E

3. Were campground personnel accessible if needed?

A B C D E

4. Was information provided and were your questions handled to your satisfaction?

A B C D E

5. Were personnel courteous and helpful?

A B C D E

6. Are the facilities functional, safe, and well maintained?

A B C D E

Comments (Please use this section to tell us anything you think we should know such as how we could improve your recreation experience or is there something in particular you enjoyed about your visit here?):

Name: _____

Phone: _____

We will gladly respond to your questions or comments!