

Appendix 10
Sample Customer Service Comment Card

Customer Service Comment Card

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

Area _____ Have you been here before? **Y** **N**

Date of visit _____

Residence-State/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"/> ATV/4x4 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 _____ |

FOLD HERE

District/Forest Address
Stamp area right hand corner

April 1, 2011 Campground Prospectus for Campground and Related Granger-Thye Concessions
Humboldt-Toiyabe National Forest, Ruby Mountains Ranger District, Beginning January 1, 2012

(Text on the back of this postcard)

Please grade your visit in the _____ 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
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2. Were campground personnel accessible if needed?

A	B	C	D	E
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3. Was information provided and were your questions handled to your satisfaction?

A	B	C	D	E
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4. Were personnel courteous and helpful?

A	B	C	D	E
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5. Are the facilities functional, safe, and well maintained?

A	B	C	D	E
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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!