

Appendix 6

Sample Customer Service Comment card

Logo of Permit holder **VISITOR COMMENT CARD**

Thank you for camping or visiting this recreation area. Please take a few moments to reflect on your recreation experience. We appreciate you taking time to evaluate, comment or share suggestions.

Drop this off to your host, nearest Forest Service office or mail to: (Permit holder Address) or Fremont-Winema National Forest, Attn: Recreation, 2819 Dahlia ST, Klamath Falls, OR, 97601

Campground or Recreation Area: _____

Date of Visit: _____ Type of Use (Check any that apply):

Camping Day Use Fishing Boating Hiking

Other: _____

Did you reserve a campsite through the reservation company? Yes No

Excellent Good Fair Poor

Employee Courtesy/Attitude

Employee Knowledge

Cleanliness of Campsite

Cleanliness of Facilities

Fee Payment Procedures

Price/Value of Campsite

Information Available/Present

Sense of Security

OVERALL RATING

If you made reservations:

Ease of making contact

Processed in Timely Manner

Operator Courtesy/Attitude

Operator Knowledge

Price/Value of this Service

OVERALL RATING

Please make comments or suggestions on the other side of this form

Your Name (Voluntary) _____

Address/Phone: _____

It is the policy of the USDA Forest Service not to discriminate in employment or delivery of program services on the basis of race, color, sex, age, religion, national origin, marital status or disabling condition. Any person who believes he or she has been discriminated against in any Forest Service related activity should write to: Chief, Forest Service, Washington D.C. 20250

_____ is a concessionaire operating and maintaining these facilities under permit issued by the USDA Forest Service.

