

Appendix 6: Sample Customer Service Comment Cards

FS-2300-50 "Recreation Comment Card" is an official Forest Service form. If a concessionaire does not have a customer feedback component in its annual operating plan, they may choose to use this form. An applicant may develop a comment card of their own, a sample is provided.



Recreation Comment Card

FS-2300-50 (REV. 07/2011)
OMB #0596-0226 Expiration: 07/2014

Recreation Site / area you are visiting: _____

Today's Date: _____ Number in Party: _____ Length of Stay: _____

How many times per year do you typically visit this site / area? Home ZIP CODE: _____

Please rate the following statements from 1 to 5, with 1 being "I strongly disagree" and 5 being "I strongly agree," or NA for "Not Applicable."

INFORMATION: I was sufficiently informed (either by signs or a person) in a friendly, professional manner about recreation opportunities, rules, safety information, and any fees that needed to be collected.

CLEANLINESS: The recreation site/area, including toilets, is clean and litter-free.

CONVENIENCE: The amenities available at this site/area were appropriate for my recreation activities today.

COST/VALUE: The value of the recreation opportunities and services I experienced was at least equal to the fee I was asked to pay.

EXPERIENCE: the overall experience I had at this site/area was enjoyable.

Comments / Suggestions: _____

Save **Print**

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0596-0226. The time required to complete this information collection is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

Sample Customer Service Comment Card

Thank you for visiting. We appreciate feedback on our services and how we might better serve you in the future. Your comments matter to us!

Please drop this form off with your camp host or the nearest Forest Service office. Or you can mail it to: (permit holder address) or Chugach National Forest, Attn: Public Services, 3301 "C" Street Suite 300, Anchorage, AK 99503.

Campground name: _____

Date of visit: _____

Number of people in your group: _____

Are you a repeat visitor to this campground? _____

Did you reserve your campsite through the National Recreation Reservation System? _____

Evaluation Factor	Excellent	Good	Fair	Poor
Employee Courtesy				
Employee Knowledge				
Cleanliness of Campsite				
Cleanliness of Restrooms				
Cleanliness of Drinking Water Area				
Cleanliness of Trash Disposal Area				
Fee Payment Procedures				
Price/Value of Campsite				
Host Availability				
Sense of Security				
Overall Rating				

Your name/address/phone number (optional): _____

Feel free to use the other side for comments or suggestions. Thank you!