

Appendix # 6
Sample Customer Service
Comment Card

Sample Customer Service 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 (Permittee address) or Rio Grande National Forest, ATTN: Recreation, 1803 West Highway 160, Monte Vista, Colorado 81144.

Campground or Recreation Site: _____

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 system? _____ Yes _____ No

Evaluation Factor	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				
Reservation System				
Ease of making contact				
Processed in a timely manner				
Operator courtesy/attitude				
Operator knowledge				
Price/value of service				
Overall Rating				
Please make comments or suggestions on the other side of this form				

Your Name (voluntary) _____

Address/Phone _____