

Appendix 6

Sample Customer Service Comment Card

Side one of comment form:

We want your experience on the Hoosier National Forest to be a positive one. Please help us by completing this short comment form. Thank you!

Campground _____ Have you been here before? Y N

Date of visit: _____ Residence: State/Country _____

Please check all activities you have participated in during your trip:

- | | |
|---|--|
| <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"/> Motorcycle Touring |
| <input type="checkbox"/> Mountain Biking | <input type="checkbox"/> Visiting Historical Sites |
| <input type="checkbox"/> Horseback Riding | <input type="checkbox"/> Special Event |
| <input type="checkbox"/> Family Gathering | <input type="checkbox"/> Viewing Fall Colors |
| <input type="checkbox"/> Day Hiking | <input type="checkbox"/> Other: _____ |

FOLD HERE

Mailing Address:
Hoosier National Forest
811 Constitution Ave.
Bedford, IN. 47421

(The text on the back of this postcard is on the next page ☐)

Please grade your visit in the Hoosier National Forest:

	Excellent		Satisfactory		Poor
	A	B	C	D	E
1. How was the overall cleanliness of the area (litter, campgrounds, toilets, etc.)?					
2. How safe did you feel in the area (adequate law enforcement, ranger contacts)?	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, i.e., do you have any comments on 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!

