## CUSTOMER FEEDBACK FORM

## Thank you for accepting to complete our customer feedback form

Name (	optional) Email/telephone
KWS Pa	nrk/station/Center name Date:
Please help us serve you better by responding to our questions below (Tick or comment as appropriate)	
1. How long did it take to be served at the gate?	
a)	Less than 5 minutes b) 6-10 minutes c) 11-15minutes d) 16– 20 minutes
e)	Other (Please specify)
2. Please state how you would rate the following:	
•	Your level of satisfaction regarding to customer service?
	Extremely satisfied
	Somewhat satisfied
	Neither satisfied nor dissatisfied
	Somewhat dissatisfied
	Extremely dissatisfied
•	Quality of service?
	Very good
	Good
	Average
	Poor
	Very poor
-	Staff knowledge of Products and service?
	Very good
	Good
	Average
	Poor
	Very poor

- The overall staff attitude?
- Very good
- Good
- □ Average
- D Poor
- Very poor
- Your overall experience?
- Very good
- Good
- □ Average
- Poor
- □ Very poor
- 3. How likely are you to recommend this place to a friend?
- Very likely
- □ Somewhat likely
- □ Neither likely nor unlikely
- □ Somewhat unlikely
- Very unlikely

## 4. What did you like most about the park/reserve?

## 5. What did you like least about the park/reserve?

6. Have you visited any KWS park/ reserve before?

Yes

🛛 No

If yes, how many times?

7. How did you learn of this park?

- Tour operators
- Media
- □ KWS staff
- Other (specify)

9. Other comments or suggestions on how we can improve your satisfaction with our products and services?