



## GUEST HOUSE / BANDA CUSTOMER FEEDBACK FORM

### DID YOU ENJOY YOUR STAY WITH US? (Please tick or comment as appropriate)

Name (Optional) .....

Address/E-mail/Telephone number.....

Guest House/Banda visited.....

Date: .....

1. How did you learn of this Guest House/ Banda?  
(a) Media                      (b) Friend                      (c) KWS staff  
(d) Others (specify).....
2. Where did you make your reservations?  
(a) KWS HQ/ Central Reservations office                      (b) Park
3. Please state how you would rate the following?
  - The reception of our staff (Friendliness and Courtesy)?  
 Very Good                       Good                       Average                       Poor                       Very Poor
  - Your satisfaction on the quality of service?  
 Very Satisfied                       Satisfied                       Neither satisfied nor dissatisfied  
 Dissatisfied                       Very Dissatisfied
  - The condition of the Guest House/Banda?  
 Very Good                       Good                       Average                       Poor                       Very Poor
4. How would you rate our Guest House/Banda compared to other facilities you have visited?  
 Very Good                       Good                       Average                       Poor                       Very Poor
5. Please state the challenges you experienced during your stay (if any) .....  
.....
6. Would you recommend this facility to a friend?  
 Yes                       No  
Why / why not?.....  
.....
7. Please state any other comments or suggestions which would make your stay at the KWS Guest House/Banda more memorable?  
.....  
.....  
.....

Thank you

[www.kws.go.ke](http://www.kws.go.ke)

100
95
75
25
5
0