

CUSTOMER FEEDBACK FORM

Thank you for accepting to complete our customer feedback form

Name (optional) _____ Email/telephone _____

KWS Park/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
- 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?
