

Four Season Guides - Post-trip Survey

As a valued customer, please take a few minutes to complete this survey on your experience with our company. It is our goal to ensure that our products are exceeding your expectations.

We appreciate your business and your feedback.

First Name: (optional) _____

Last Name: (optional) _____

Email: (optional) _____

Phone Number: (optional) _____

Which FSG trip did you participate in?

Trip Name: _____

Guides Name: _____

Departure Date: _____

How did you hear about Four Season Guides?

___ Word of Mouth ___ Printed Materials ___ Internet ___ Other _____

If you found us through the internet, what search engine did you use? _____

What search terms did you use? _____

Would you be willing to talk to a potential client who is considering the trip you went on?

Yes: ___ No: ___

If yes, how would you like to be contacted? _____

Lead Guide

Overall experience/professionalism:

Excellent___ Very Good___ Good___ Fair___ Poor___

Interaction with participants:

Excellent___ Very Good___ Good___ Fair___ Poor___

Knowledge of area:

Excellent___ Very Good___ Good___ Fair___ Poor___

Environmental concern:

Excellent___ Very Good___ Good___ Fair___ Poor___

General handling of trip:

Excellent___ Very Good___ Good___ Fair___ Poor___

Other Comments or thoughts about your guides performance:

Second Guide & Third Guide

Overall experience/professionalism:

Excellent___ Very Good___ Good ___ Fair___ Poor___

Interaction with participants:

Excellent___ Very Good___ Good ___ Fair___ Poor___

Knowledge of area:

Excellent___ Very Good___ Good ___ Fair___ Poor___

Environmental concern:

Excellent___ Very Good___ Good ___ Fair___ Poor___

General handling of trip:

Excellent___ Very Good___ Good ___ Fair___ Poor___

Other Comments:

Trip Operation

Itinerary design:

Excellent___ Very Good___ Good ___ Fair___ Poor___

Food quality:

Excellent___ Very Good___ Good ___ Fair___ Poor___

Least favorite meal: _____

Favorite meal: _____

Quality of hotels (if you stayed in a hotel/lodge with us):

Excellent___ Very Good___ Good ___ Fair___ Poor___

Quality of camping equipment:

Excellent___ Very Good___ Good ___ Fair___ Poor___

Health and cleanliness:

Excellent___ Very Good___ Good ___ Fair___ Poor___

Other Comments: _____

Overall Trip

Excellent___ Very Good___ Good___ Fair___ Poor___

Did you sign up for the right trip, as far as physical demand and expectations?

Yes___ No___

If no, explain _____

Did you train? Yes___ No___ Do you feel we gave you good advice on how to train and prepare? Yes___ No___

If no, please explain _____

Other Comments: _____

Office/Phone Help – pre trip

Name of main contact in office: _____

Handling of client requests:

Excellent___ Very Good___ Good___ Fair___ Poor___

Knowledge of trips:

Excellent___ Very Good___ Good___ Fair___ Poor___

Courtesy:

Excellent___ Very Good___ Good___ Fair___ Poor___

Where all of your questions answered?

Yes ___ No ___

If no, what was the questions? _____

Timely Response to emails or phone messages:

Very___ Somewhat___ Poor___

If poor, how long did you go without a response? _____

Other

Comments: _____

Trip Itineraries:

Content & accuracy of information:

Excellent___ Very Good___ Good___ Fair___ Poor___

Pre-Departure Information:

Content & accuracy of information:

Excellent___ Very Good___ Good___ Fair___ Poor___

Website

Content & accuracy of information:

Excellent___ Very Good___ Good___ Fair___ Poor___

Quality, style & format:
Excellent___ Very Good___ Good___ Fair___ Poor___

Other
Comments: _____

What would you like to see improved on the trip and in pre-trip
inforamtion? _____

What is your suggestion on our best way to improve?

We always enjoy hearing from our clients regarding their experiences. Your comments are extremely important to us in ensuring the quality of our tours. We are delighted that you chose Four Season Guides and we hope to see you back on another trip in the future!

You may return these one of three ways:

Email: info@fsguides.com

Fax: 1-928-525-1558

Snail Mail:
Four Season Guides
1051 S. Milton Rd. – STE F
Falstaff, AZ. 86001

Thank You for choosing Four Season Guides!