



Guest Evaluation Form

Your honesty is instrumental in helping us create the absolute best experience for future canyon visitors. We hope to hear from you and sincerely thank you for your time.

Trip Date _____ Trip Leader _____

Name _____ Returning Rafter? _____ Occupation _____

OFF-RIVER SERVICES

5=Excellent 1=Poor

How did you hear about us: _____

What factor most influenced your decision to select us as your outfitter? _____

Office/phone contact: _____ 5 4 3 2 1
Comments: _____

Brochure/website _____ 5 4 3 2 1
Comments: _____

Information packet ("Float Notes", retail catalog, etc): _____ 5 4 3 2 1
Comments: _____

Orientation meeting (staff member name _____): _____ 5 4 3 2 1
Comments (clarity, style, content, etc): _____

Flagstaff hotel accommodations: _____ 5 4 3 2 1
Comments: _____

Transportation to/from the river: _____ 5 4 3 2 1
Comments: _____

Bright Angel Trail Guide Services (Uppers/Lowers only): _____ 5 4 3 2 1
Comments: _____

...please continue with ON-RIVER SERVICES on back...

As outfitters and guides, we have the special job of sharing the Canyon with the public; we take our roles as resource protectors and interpreters very seriously. We hope that we fulfilled your high expectations. Your comments help us improve our services.

ON-RIVER SERVICES

5=Excellent 1=Poor

Crew (How did you like your crew? Please tell us about them.):

5 4 3 2 1

a) Knowledge of the Grand Canyon and willingness to share it
(Human History, Geology, Archeology, Botany, Ornithology)

5 4 3 2 1

b) Communication skills

5 4 3 2 1

c) Sensitivity to your needs, abilities, and values

5 4 3 2 1

d) Environmental care, protection, and education

5 4 3 2 1

On-river orientations:

Hiking

5 4 3 2 1

Camping

5 4 3 2 1

Boating

5 4 3 2 1

Resource Protection

5 4 3 2 1

Daily Itinerary

5 4 3 2 1

Comments:

Any areas or individuals that were stand-outs for you? Any disappointments or constructive comments?

Side canyon hiking:

5 4 3 2 1

Comments:

Food quality and preparation:

5 4 3 2 1

Comments:

Camping equipment:

5 4 3 2 1

Comments:

If you could change an element of how we facilitated your experience, what would it be? Other comments?