

TRIP EVALUATION FORM

Taupo Kayaking Adventures Ltd is committed to improving the quality of its trips and would appreciate your feedback on the form below. In order to do this.

Please return to: *Unit 2, 876 Acacia Bay Road, Acacia Bay, Taupo 3330, New Zealand*
or email to info@tka.co.nz

Trip Type & Departure Date: _____

1. Please rate each aspect of your trip on a scale of 1 - 5 (5 = excellent, 1 = poor)

Overall Performance:	Food & refreshments
Pre & Post Trip Support : (Van Pickups, water taxi services etc.)	Track Conditions
Scenery:	Weather:
Additional Comments:	

**2. Please rate your trip Leader(s) performance
if applicable - on a scale of 1 - 5 (5 = excellent, 1 = poor)**

A. Name of leader _____

Professionalism:	Knowledge of Area:
Enthusiasm:	Enjoyable to be with:
Concerns for health & welfare:	Orientation / Route:
Additional Comments:	

3. How many customers were in your group? _____

4. Please tick - which best describes the size of your group

Too Small Perfect Too Large

5. Please rate your interaction with TKA's office staff (5 = excellent, 1 = poor)

Courtesy and Helpfulness:	Reservation Procedures:
Knowledge of the Trip:	Promptness:

6. Please tick - how you rated the price of this trip

Excellent Value Reasonably Expensive

Comment:

7. How can Taupo Kayaking Adventures improve on your experience today ?

8. How did you hear about Taupo Kayaking Adventures Ltd?
(for statistical purposes, please indicate how you heard about us – please tick)

- Internet Info Centre Brochures Book me
- Explorer Lake Taupo Booklet AA Magazine / website
- Taupo Map Rotorua Map The Ultimate Guide Magazine
- Go Travel Magazine / Website Trip Advisor Lonely Planet
- Travel Agent Word of Mouth /Friends
- Other (please specify):
-

Thank you very much for completing this questionnaire

We hope you will join us on another adventure soon!