



Name of Park here

National Park Service Concessioner Survey:
Dining Experience

To improve visitor experiences with concessioner services, the National Park Service (NPS) is interested in collecting information from visitors about their concession experience today. The survey should take about 5 minutes to complete. Your responses are voluntary and anonymous – your completed survey is sent to an independent research university that provides only a summary (your responses with those of others) to the government.

OMB Control #1040-0001 Expires: 12/31/2013

PLEASE USE BLUE OR BLACK INK OR PENCIL

CORRECT MARK

FILL IN THE OVAL COMPLETELY

What type of food service did you use on this visit? (Please choose only one)

- Restaurant
 Cafeteria / Snack Bar
 Food Cart / Truck
 Tour / Event / Backcountry

Please rate your experience with the staff:

	Very Good	Good	Average	Poor	Very Poor	Not Applicable
Appearance and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of knowledge and information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attentiveness and responsiveness to needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to meet special requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promptness of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of order	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the food:

	Very Good	Good	Average	Poor	Very Poor	Not Applicable
Variety of menu selections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of healthy options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of food (freshness / taste)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of preparation (appearance / temperature)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the food service / dining area:

	Very Good	Good	Average	Poor	Very Poor	Not Applicable
General appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific cleanliness of bathroom(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continued on back

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
Please rate your overall satisfaction:					
<i>Everything considered</i> , I believe I received a good value for my money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The concessioner provided a good value compared to similar services I have used outside of the National Park.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The concessioner demonstrated its commitment to environmental stewardship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Overall</i> , I was satisfied with my dining experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would return to / recommend this establishment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Far Exceeded	Somewhat Exceeded	Met	Fell Somewhat Short	Fell Far Short
<i>Everything considered</i> , how well did the concessioner meet your expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide a little information about yourself:

Your Gender: Male Female

Your Age: 18-21 22-30 31-40 41-50 51-60 61-70 71 and above

Your home **ZIP code** or **Country** (if not U.S.A.): _____

What were the best aspects of your dining experience?

In your opinion, what could the concessioner do to improve the dining experience?

Thank you for your help!

PAPERWORK REDUCTION ACT STATEMENT:

A Federal agency may not conduct or sponsor a collection of information, and a person is not required to respond to, unless it displays a currently valid OMB control number. The burden for completing this survey is estimated to average 5 minutes, including the time for reviewing instructions and completing the form. Comments regarding this collection of information should be directed to the Visitor Survey Card Coordinator, University of Idaho, Mailcode 441139, Moscow, ID 83844.

This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested.



Name of Park here

**National Park Service Concessioner Survey:
Guided Tour Experience**

To improve visitor experiences with concessioner services, the National Park Service (NPS) is interested in collecting information from visitors about their concession experience today. The survey should take about 5 minutes to complete. Your responses are voluntary and anonymous – your completed survey is sent to an independent research university that provides only a summary (your responses with those of others) to the government.

OMB Control #1040-0001 Expires: 12/31/2013

PLEASE USE BLUE OR BLACK INK OR PENCIL **CORRECT MARK**  **FILL IN THE OVAL COMPLETELY**

In what type of guided tour did you participate? (Please choose only one)

Bus / Tram
 Hiking / Mountaineering
 Horseback / Mule
 Rafting / Boating / Fishing

<u>Please rate your experience with the front office:</u>	Very Good	Good	Average	Poor	Very Poor	Not Applicable
Tour availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reservation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of reservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<u>Please rate your experience with the staff / guide:</u>	Very Good	Good	Average	Poor	Very Poor	Not Applicable
Appearance and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of knowledge and information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attentiveness and responsiveness to needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<u>Please rate the tour:</u>	Very Good	Good	Average	Poor	Very Poor	Not Applicable
Appearance and cleanliness of equipment / guide animals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behavior of guide animals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoroughness of operation / safety briefing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exposure to natural and cultural resources of the Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpretation of natural and cultural resources of the Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explanation of environmental programs in the Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continued on back



	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
Please rate your overall satisfaction:					
<i>Everything considered</i> , I believe I received a good value for my money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The concessioner provided a good value compared to similar services I have used outside of the National Park.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The concessioner demonstrated its commitment to environmental stewardship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Overall</i> , I was satisfied with my guided tour experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would return to / recommend this establishment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Far Exceeded	Somewhat Exceeded	Met	Fell Somewhat Short	Fell Far Short
<i>Everything considered</i> , how well did the concessioner meet your expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide a little information about yourself:

Your Gender: Male Female

Your Age: 18-21 22-30 31-40 41-50 51-60 61-70 71 and above

Your home **ZIP code** or **Country** (if not U.S.A.): _____

What were the best aspects of your guided tour experience?

In your opinion, what could the concessioner do to improve the guided tour experience?

Thank you for your help!

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Name of Park here

National Park Service Concessioner Survey: Marina Experience

To improve visitor experiences with concessioner services, the National Park Service (NPS) is interested in collecting information from visitors about their concession experience today. The survey should take about 5 minutes to complete. Your responses are voluntary and anonymous – your completed survey is sent to an independent research university that provides only a summary (your responses with those of others) to the government.

OMB Control #1040-0001 Expires: 12/31/2013

PLEASE USE BLUE OR BLACK INK OR PENCIL CORRECT MARK FILL IN THE OVAL COMPLETELY

What type of rental did you use at this marina? (Please choose only one)
Slip / Dry Dock / Mooring Boat / Personal Watercraft
Please complete Section A and General Questions Please complete Section B and General Questions

SECTION A

Table with 7 columns: Rental type, Very Good, Good, Average, Poor, Very Poor, Not Applicable. Rows include Security of facility, Accessibility to area, Gas dock facilities, Sewage pump-out facilities.

SECTION B

Table with 7 columns: Rental type, Very Good, Good, Average, Poor, Very Poor, Not Applicable. Rows include Content of operation and safety briefing, What type of craft did you rent? (Small Recreational Boat, Houseboat, Personal Watercraft).

GENERAL QUESTIONS (continued on back)

Table with 7 columns: Rental type, Very Good, Good, Average, Poor, Very Poor, Not Applicable. Rows include Appearance and cleanliness, Condition and operation of equipment / amenities.

Table with 7 columns: Rental type, Very Good, Good, Average, Poor, Very Poor, Not Applicable. Rows include Reservation process, Accuracy of reservation on arrival, Promptness of arrival process, Accuracy of billing on departure, Promptness of departure process.

Table with 7 columns: Rental type, Very Good, Good, Average, Poor, Very Poor, Not Applicable. Rows include Appearance and professionalism, Friendliness, Degree of knowledge and information, Attentiveness and responsiveness to needs, Ability to meet special requests.

<u>Please rate the public areas / facilities:</u>	Very Good	Good	Average	Poor	Very Poor	Not Applicable
General appearance (dockside and landside)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General cleanliness (dockside and landside)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific cleanliness of public bathrooms / showers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<u>Please rate your overall satisfaction:</u>	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
<i>Everything considered</i> , I believe I received a good value for my money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The concessioner provided a good value compared to similar services I have used outside of the National Park.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The concessioner demonstrated its commitment to environmental stewardship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Overall</i> , I was satisfied with my marina experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would return to / recommend this establishment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Far Exceeded	Somewhat Exceeded	Met	Fell Somewhat Short	Fell Far Short
<i>Everything considered</i> , how well did the concessioner meet your expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide a little information about yourself:

Your Gender: Male Female

Your Age: 18-21 22-30 31-40 41-50 51-60 61-70 71 and above

Your home ZIP code or Country (if not U.S.A.): _____

What were the best aspects of your marina experience?

In your opinion, what could the concessioner do to improve the marina experience?

Thank you for your help!

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	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
Please rate your overall satisfaction:					
<i>Everything considered</i> , I believe I received a good value for my money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The concessioner provided a good value compared to similar services I have used outside of the National Park.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The concessioner demonstrated its commitment to environmental stewardship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Overall</i> , I was satisfied with my lodging experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would return to / recommend this establishment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Far Exceeded	Somewhat Exceeded	Met	Fell Somewhat Short	Fell Far Short
<i>Everything considered</i> , how well did the concessioner meet your expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide a little information about yourself:

Your Gender: Male Female

Your Age: 18-21 22-30 31-40 41-50 51-60 61-70 71 and above

Your home **ZIP code** or **Country** (if not U.S.A.): _____

What were the best aspects of your lodging experience?

In your opinion, what could the concessioner do to improve the lodging experience?

Thank you for your help!

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Name of Park here

**National Park Service Concessioner Survey:
Retail Experience**

To improve visitor experiences with concessioner services, the National Park Service (NPS) is interested in collecting information from visitors about their concession experience today. The survey should take about 5 minutes to complete. Your responses are voluntary and anonymous – your completed survey is sent to an independent research university that provides only a summary (your responses with those of others) to the government.

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PLEASE USE BLUE OR BLACK INK OR PENCIL

CORRECT MARK

FILL IN THE OVAL COMPLETELY

What best describes the item(s) you were primarily looking to purchase? (Please choose only one)

- Convenience / Grocery
 Gift / Specialty
 Other

Please rate your experience with the staff:

	Very Good	Good	Average	Poor	Very Poor	Not Applicable
Appearance and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of knowledge and information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attentiveness and responsiveness to needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to meet special requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promptness of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the merchandise:

	Very Good	Good	Average	Poor	Very Poor	Not Applicable
Overall selection of items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appropriateness of selections to Park / Region	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inclusion of environmentally friendly offerings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visibility of pricing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of pricing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the sales area:

	Very Good	Good	Average	Poor	Very Poor	Not Applicable
General appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific appearance of product displays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continued on back

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
Please rate your overall satisfaction:					
<i>Everything considered</i> , I believe I received a good value for my money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The concessioner provided a good value compared to similar services I have used outside of the National Park.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The concessioner demonstrated its commitment to environmental stewardship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Overall</i> , I was satisfied with my retail experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would return to / recommend this establishment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Far Exceeded	Somewhat Exceeded	Met	Fell Somewhat Short	Fell Far Short
<i>Everything considered</i> , how well did the concessioner meet your expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide a little information about yourself:

Your Gender: Male Female

Your Age: 18-21 22-30 31-40 41-50 51-60 61-70 71 and above

Your home **ZIP code** or **Country** (if not U.S.A.): _____

What were the best aspects of your retail experience?

In your opinion, what could the concessioner do to improve the retail experience?

Thank you for your help!

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