



Tour/Experience feedback form

Name (optional): _____ Date: ___/___/___

Which Tour/experience did you participate in?

- Meet a Cheetah ZooVenture Tour WOW Tour
 Family Tour Guided private Tour

Name of Guide/s: _____

1. Are you a resident of Canberra? Yes No

If no, which town or city are you visiting from? _____

a) How long do you plan to visit Canberra?

- Business Visiting friends / Relatives Holiday
 Study Zoo & Aquarium Other: _____

c) Were you planning on visiting the zoo before you arrived in Canberra? Yes No

d) Is today the only day you were available to do this tour? Yes No

2. How did you find out about our tours/experiences?

- Television Advertising Gift Certificate
 Television Show Word of Mouth
 Radio Advertising Internet/NZA Website
 Newspaper Zoo/Have done before
 Brochure Visitors Centre
 Other (please specify): _____

3. On a scale of 1 to 5 please rate the following elements of your tour:

	Excellent	Good	Average	Poor	Very poor
Your guides knowledge	1	2	3	4	5
Your guides presentation skills	1	2	3	4	5
The interaction you had with the animals	1	2	3	4	5
The guides voice projection	1	2	3	4	5
Value for money	1	2	3	4	5
Presentation of the "behind the scenes" areas	1	2	3	4	5
Overall experience	1	2	3	4	5
<i>(WOW ONLY)</i> How would you rate morning tea	1	2	3	4	5
<i>(WOW ONLY)</i> How would you rate lunch	1	2	3	4	5

(Please turn over)

4. How did you find the length of the tour/experience? _____

5. Any other animals from our zoo you would like to see included?

6. What did you enjoy most about the tour/experience? _____

7. Do you have any suggestions on how we could improve the tour/experience? _____

8. Would you recommend the tour/experience to a friend? Yes No

*Thank you for taking the time to provide feedback on
your experience at the*



We look forward to seeing you again!