POST - TRIP QUESTIONNAIRE

CANADIAN RIVER EXPEDITIONS

Nahanni River Adventures

PO Box 31203
Whitehorse, Yukon
Canada Y1A 5P7

1-800-297-6927
Fax: (867)668-3056

E-mail:
info@nahanni.com
Website:
www.nahanni.com

We would like your comments:

Over the last 2 decades of outfitting and guiding we have learned that the expectations of our guests are wide and varied. We have also discovered that expectations in general change over the years. Please help us to do the best job possible by completing this questionnaire and returning it in the envelope provided. Your comments are highly valued and will be taken confidentially.

Thank-you in advance for your participation.

Sincerely,

Neil Hartling — Outfitter and Guide

Chris Ford — Operations Manager and Guide

Name (optional): _____

Trip and Date: _____

Guides: _____

1. What would you consider to be the three highlights of your trip?

a)

b)

c)

2. Overall, how would you rate your holiday with us?
excellent good average poor

3. When you first approached us for information, did we respond quickly to your request?
Yes No

4. Did you make use of our website?
Yes No
If so, do you have any comments on the layout, content or ease of use?

5. If you connected with our answering machine on first contact, was the follow up satisfactory?
Yes No

6. Was our literature and initial contact with you helpful in making your plans?
Yes No

7. Upon your arrival up north, were all your questions answered fully by the guides?
Yes No

8. Was the initial meeting confidence-inspiring? If not, please explain why. Comments:

9. Were the guides helpful throughout the duration of the trip?
Yes No

10. Was our gear in good condition?
Yes No

CANADIAN RIVER EXPEDITIONS

Nahanni River Adventures

PO Box 31203
Whitehorse, Yukon
Canada Y1A 5P7

1-800-297-6927
Fax: (867)668-3056

E-mail:
info@nahanni.com
Website:
www.nahanni.com

11. How would you rate the food? (Comments?)
Excellent Good Average Poor

Comments?

12. Do you have any suggestions for improvements to our overall operation?
Yes No
Please explain:

13. Which airline(s) did you use to fly to the trip departure point?

Were you travelling on airline points?
Yes No

14. Who handled your travel arrangements?

Were your travel arrangements handled satisfactory?
Yes No

15. If your first contact was via our website, specifically where did you learn of it?

16. Would you join us again?
Yes No
If so which trip would you like to know more about?

17. May we use you as a reference?
Yes No
If yes, what e-mail address or phone number can you be reached at?

18. Can you suggest someone who would like to receive our information?

19. Would you like a complimentary copy of our cookbook? If so please provide us with a current mailing address: If this is a new address please check. ❑

20. Any general comments:

21. A short commentary (reference) for our "guest book" would be much appreciated:

THANKS FOR TAKING THE TIME. YOUR COMMENTS ARE VERY MUCH APPRECIATED.