

# Customer feedback form

Name (optional): \_\_\_\_\_

Contact details (optional): \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

## How did you find out about the National Zoo & Aquarium?

- |  |  |
|--|--|
| <input type="checkbox"/> Television Advertising        | <input type="checkbox"/> Gift Certificate / Entry Pass |
| <input type="checkbox"/> Television Show               | <input type="checkbox"/> Word of Mouth                 |
| <input type="checkbox"/> Radio Advertising             | <input type="checkbox"/> Internet / NZA Website        |
| <input type="checkbox"/> Newspaper                     | <input type="checkbox"/> Have been before              |
| <input type="checkbox"/> Brochure                      | <input type="checkbox"/> Visitors Centre               |
| <input type="checkbox"/> Other (please specify): _____ |  |

On a scale of 1 to 5 please rate your experience at the National Zoo & Aquarium.

	Excellent	Good	Average	Poor	Very poor
Service at reception	1	2	3	4	5
Appearance of the zoo	1	2	3	4	5
Signage around the park	1	2	3	4	5
Cleanliness of facilities	1	2	3	4	5
Overall experience	1	2	3	4	5
Keeper talks (if applicable)	1	2	3	4	5
Value for money	1	2	3	4	5

What did you enjoy most about your visit to the zoo? \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

Do you have any suggests on how we would improve the experience? \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

Please write any additional comments: \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

