

# Tour/Experience feedback form

Name (optional): \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

**Which Tour/experience did you participate in?**

- Meet a Cheetah                       Meet the King                       WOW Tour   
 ZooVenture Tour                       Junior ZooVenture 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 stay in Canberra? \_\_\_\_\_  
 b) What brought you to 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

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

(Please turn over)

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

5. Any animals 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!