



Ouzel Outfitters

Trip Evaluation

Thank you for joining us on the river this year! We are very interested in your feedback and comments. Please take a moment to help us improve our service and tell us about your trip.

River Trip: _____ **Number of Days:** _____

Trip Date: _____ **Your Guide:** _____

If you were on a half or one-day trip please select the guide who was your paddle captain for the day. If you were on a multi-day trip, please indicate the trip leader.

Guest Type: First Time Ouzel Guest Returning Ouzel Guest

Elements of the Trip

In striving to deliver the highest level of trip quality and customer service, we pay particular attention to certain elements of our trips. Please rate your experience based on the following: *(leave blank if not applicable)*

	Excellent	Adequate	Poor	N/A
Professionalism of Guides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Rafting Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attention to Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting Instructions & Packing Lists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kid Friendly Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Trip Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments:

Why Book a Trip with Ouzel?

What influenced your decision to book with Ouzel? How much did the elements below influence your choice? If you were not involved in the decision to book the trip please skip this section. *(leave blank if not applicable)*

	Strongly Influenced	Somewhat Influenced	Did Not Influence	N/A
Information in the Ouzel Brochure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on the Ouzel Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pricing or Available Discounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Positive Contact with Office Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scheduling that Met your Needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friend or Family Recommendation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our Experience and Reputation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Previous Trip with Ouzel Outfitters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Satisfaction

Overall, how well did we meet the expectations you had for your trip?

	Exceeded Expectations	Met Expectations	Below Expectations	N/A
Overall Satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Suggestions

How did this trip compare to previous rafting trips you have taken?

	Better	Same	Worse	N/A
Compared to previous trips with other rafting companies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please make any additional comments about your guides or the quality of the trip below:

We appreciate you taking the time to fill out our evaluation form. If you would like to be entered into a drawing to win a trip for two next year fill out the information below.

Name: _____

Phone: _____ Email Address: _____

Mailing Address: _____

Interest in Other Trips

We would love to see you again next summer...

Which trips might you be interested in?

- Rogue
- Lower Salmon
- Deschutes
- Owyhee
- McKenzie
- North Umpqua
- John Day
- Private Charter Trip
- One-Day Trips

Would you like us to contact you?

- By Mail
- By Phone
- By Email
- I'll Contact Ouzel

Would you like to receive our monthly E-newsletter? Yes

If there is someone in you family, company, group or organization who you feel might be interested in any of our trips and it would be appropriate for us to contact them, please list them below and we will see that they receive our information.

Name: _____

Phone: _____ Email Address: _____

Mailing Address: _____

Thank you for completing the evaluation! The feedback we receive from our guests is essential in helping us improve our trips. If you filled out the contact information you will be entered into a drawing for a free rafting trip for two next year. For half and one-day trip evaluations we will draw for a one-day Deschutes or McKenzie River Rafting Trip. For multi-day trip evaluations we will draw for a three or four-day Rogue River Trip for two.