

Evaluation & Feedback Form

for Group Coordinator

This feedback survey is intended to take about 5 minutes of your time, in order to provide us with information to continually improve our service and the quality of our site. We welcome any helpful comments - whether compliments or complaints, and encourage your honesty.

Name of Group: _____

Name of Coordinator: _____

Total Number in Group: _____ Date: _____

Please rate your overall stay out of 10 []

Accommodation & Cleanliness

Please rate our cleanliness levels out of 10 []

1. Were you satisfied with your room when you arrived?
(Please comment) _____
2. Was there anything you expected that was not provided?

Food

Please rate your experience of our catering out of 10. []

1. Did you feel everyone in your group had enough to eat?

2. What are your comments about the flavour and variety of food offered? _____
3. Were your meals hot enough? _____
4. Is there anything about the menu or meal times that you would have changed?

Service

Please rate our standard of service out of 10..... []

1. Did you find camp staff generally friendly and helpful at all times? *Please comment:* _____

2. Did you find staff acted immediately to make sure your needs were met? _____

3. Did you feel Camp Clayton provided the resources you expected? _____

4. Do you think there are other things (eg information or servicing) Camp Clayton could assist with:
 - before camp _____
 - during camp _____
5. When you made your first contact with us for this booking, what were your first impressions? _____

Other Comments

1. Was there anything that disappointed you or your campers: _____

2. As a team of staff, it is our goal to help campers have an enjoyable and meaningful experience at camp. If any of our staff excel in a particular area, please tell us about it: _____

3. Do you have any bright ideas for our site development (activities, buildings, facilities) ? _____

Please use reverse for extra comments if required

***Thank you so much for your time in completing this evaluation.
It helps us get a truer picture of campers' needs and ways we can meet them.
We hope to host your group again another time.***

THIS FORM CAN BE HANDED TO THE MANAGER OR AN ON-DUTY STAFF MEMBER,
OR LEFT IN THE SUPERVISOR'S OFFICE AT THE END OF YOUR STAY.