

# PRETTY LAKE VACATION CAMP

## CUSTOMER COMMENTS

Thank you for choosing Pretty Lake Vacation Camp for your event location and in turn supporting the children of Kalamazoo County. We hope you enjoyed your time at Pretty Lake. Feedback from our customers is welcomed because satisfying our valued customers is very important to us.

Please take a moment to share any comments you might have about your experience at Pretty Lake. We want to know how we are doing and what we can do better for you – our lodging and food service customers.

### FACILITY RENTAL

(Please mark an "X" next to the buildings utilized.)

Room rental/usage	Retreat Center	_____
	Conference Center	_____
	Dining Hall	_____
	Meeting Room	_____
Lodging usage	Retreat Center	_____
	Cabins (main camp)	_____
	Cabins (outpost)	_____

On a scale of 1-5 with 5 being excellent – Please rate the following:

Express your satisfaction with the <i>appearance</i> of the facility.	1	2	3	4	5
Express your satisfaction with the <i>cleanliness</i> of the facility.	1	2	3	4	5
Express your satisfaction with the <i>customer service</i> from on-site staff person.	1	2	3	4	5

### FOOD SERVICE

Express your satisfaction with <i>quality</i> of the food that was served.	1	2	3	4	5
Express your satisfaction with the <i>quantity</i> of the food that was served.	1	2	3	4	5
Express your satisfaction with the <i>appearance/presentation</i> of the food that was served.	1	2	3	4	5
Express your satisfaction with the <i>cleanliness</i> of the food service area.	1	2	3	4	5
Express your satisfaction with the <i>customer service</i> from food service staff.	1	2	3	4	5

### OVERALL

Likelihood that you would utilize Pretty Lake in the future.	1	2	3	4	5
Likelihood that you would recommend Pretty Lake to others.	1	2	3	4	5
Please rate overall experience at Pretty Lake Vacation Camp.	1	2	3	4	5

Please note any comments that you would like to share about your experience at Pretty Lake. *Thanks!*

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Group Name

Date

Name