

Post-Trek Exit Questionnaire

Please help us better understand our customer experience by rating the service received.
 (1=disappointed - 5=fully satisfied)

How and where did you hear about us? _____

Pre-Trek Experience

Pre-Arrival Information	1	2	3	4	5
Pre-Arrival Communication	1	2	3	4	5
Website Information	1	2	3	4	5
Welcome	1	2	3	4	5
Planning & Discussion of trek	1	2	3	4	5

Comments: _____

Hiking Experience

Level of Difficulty	1	2	3	4	5
Challenging enough?	1	2	3	4	5
Sufficient Rest Stops?	1	2	3	4	5
Sufficient water/snacks?	1	2	3	4	5
Scenery/ Places of Interest	1	2	3	4	5
Choice of routes	1	2	3	4	5
Expectations met?	1	2	3	4	5

Comments: _____

Camping Experience

Campsite Location	1	2	3	4	5
Food/Meals	1	2	3	4	5
Service/Hospitality	1	2	3	4	5
Campsite Cleanliness	1	2	3	4	5
Overall Atmosphere	1	2	3	4	5
Expectations Met	1	3	3	4	5

Comments: _____

Guides

Interaction	1	2	3	4	5
Communication (language)	1	2	3	4	5
Service	1	2	3	4	5
Knowledge transfer:					
- Fauna/Flora	1	2	3	4	5
- Geology	1	2	3	4	5
- History	1	2	3	4	5
- Culture	1	2	3	4	5
Expectations Met	1	2	3	4	5

Would you recommend Sheikh Sina treks to your friends? YES NO

Overall Comments: _____

Thank you for your feedback allowing us to always improve the quality of service at Sheikh Sina