

2009

SUMMER FAMILY ADVENTURE AT CALLAWAY GARDENS

EVALUATION QUESTIONNAIRE

At Callaway Gardens we constantly strive for excellence. We also are always on the lookout for new ideas, suggestions and assistance to keep our SUMMER FAMILY ADVENTURE program at its highest level of quality. You can help by taking a moment to complete this questionnaire. Just circle the appropriate response for each statement. We welcome your comments and/or suggestions in the spaces provided. We hope you have enjoyed your visit with us!

DISAGREE

AGREE

1

2

3

4

RECREATION (Day Camp, planned activities)

- | | | | | | |
|----|---|---|---|---|--|
| A. | 1 | 2 | 3 | 4 | The recreation program was thoughtfully planned. |
| B. | 1 | 2 | 3 | 4 | The recreation program was well organized and managed. |
| C. | 1 | 2 | 3 | 4 | There was sufficient variety for all members of our family. |
| D. | 1 | 2 | 3 | 4 | The staff was congenial and well informed. |
| E. | 1 | 2 | 3 | 4 | The staff seemed truly interested in our recreational interests. |
| F. | 1 | 2 | 3 | 4 | The staff was organized and prepared for leading activities. |
| G. | 1 | 2 | 3 | 4 | The recreation facilities were well maintained. |
| H. | 1 | 2 | 3 | 4 | The recreation facilities adequately met our family needs. |

Comments _____

FOOD SERVICE

- | | | | | | |
|----|---|---|---|---|--|
| A. | 1 | 2 | 3 | 4 | The prices at the Beach food outlets were reasonable. |
| B. | 1 | 2 | 3 | 4 | The children's lunch menus were varied and presented nicely. |
| C. | 1 | 2 | 3 | 4 | The Saturday evening Welcome Dinner was enjoyable. |
| D. | 1 | 2 | 3 | 4 | Rockin' Robin's Malt Shop and Pizzeria offered good variety. |

Did you dine in any other Callaway restaurants? YES NO If yes, which ones? Plantation Room
 Piedmont Dining Room Country Kitchen Gardens Restaurant Discovery Café Champions Rockin' Robin's

Did you order from Pizza Hut® Express during your stay? If so, how many times? _____

How would you rate your dining experience? Excellent Good Fair Poor

Comments _____

LODGING

- | | | | | | |
|----|---|---|---|---|--|
| A. | 1 | 2 | 3 | 4 | My reservations were accurate. |
| B. | 1 | 2 | 3 | 4 | Check-in and check-out staff were friendly, helpful and efficient. |
| C. | 1 | 2 | 3 | 4 | Bell Staff were friendly and helpful. |
| D. | 1 | 2 | 3 | 4 | Problems were resolved to my satisfaction. |
| E. | 1 | 2 | 3 | 4 | The accommodations were clean and well maintained. |
| F. | 1 | 2 | 3 | 4 | My bill was accurate. |

Name of staff member who was particularly helpful: _____

Comments _____

EDUCATION DEPARTMENT DISCOVERY PROGRAMS

(Hikes, Guided Tours, Plant and Animal Programs)

Disagree		Agree	
1	2	3	4

- A. 1 2 3 4 These programs were fun and informative.
- B. 1 2 3 4 The program topics and locations were appropriate.
- C. 1 2 3 4 The instructors were friendly and well informed.
- D. 1 2 3 4 Hands-on and close-encounter educational programs for ages 7-12 at the Discovery Center were worthwhile.

Comments

SPECIAL ACTIVITIES

- A. 1 2 3 4 The pool area was used extensively by the whole family.
- B. 1 2 3 4 We enjoyed the Battle of the Callaway Adventurers - Beach Olympics.
- C. 1 2 3 4 The circus performances were exciting and fun.
- D. 1 2 3 4 We enjoyed Iceberg Island.

Comments

OVERALL EXPERIENCE

- A. 1 2 3 4 My experience as a guest was good.
- B. 1 2 3 4 The value for the price of SUMMER FAMILY ADVENTURE is good.
- C. 1 2 3 4 The staff was responsive and knowledgeable.

Comments

What activities would you like to see added to the SUMMER FAMILY ADVENTURE program?

What did you like best about the SUMMER FAMILY ADVENTURE program?

What do you feel needs the most improvement?

How did you hear about SUMMER FAMILY ADVENTURE? _____

Will you return next year for the SUMMER FAMILY ADVENTURE program? _____

If no, do you plan to return sometime in the future? _____

How far in advance do you plan your Summer vacation? _____

NAME: _____ COTTAGE NUMBER: _____

DATES OF STAY: FROM _____ TO _____ EMAIL ADDRESS _____

Tell your friends about SUMMER FAMILY ADVENTURE. We'll send information to them if you provide name and address below:

Name: _____

Address: _____

City, State, Zip: _____

Please leave the completed form at the
Cottage Front Desk or mail to:

Callaway Gardens®
Recreation Division
P.O. Box 2000
Pine Mountain, GA 31822-2000

WE HOPE YOU ENJOYED YOUR VISIT WITH US AND
LOOK FORWARD TO SEEING YOU AGAIN NEXT YEAR.