



Constant Contact Survey Results

Survey Name: Feedback Form

Response Status: Completed

Filter: None

Nov 03, 2009 4:52:01 AM

How relevant, accurate and helpful did you find the information and advice provided on our website, brochures, emails or telephone conversations?

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			224	61.2 %
Good			114	31.1 %
Average			4	1.0 %
Poor			1	<1 %
Unaccpetable			0	0.0 %
No Response(s)			23	6.2 %
Totals			366	100%

How well did we handle your enquiry or booking?

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			261	71.3 %
Good			77	21.0 %
Average			2	<1 %
Poor			3	<1 %
Unacceptable			0	0.0 %
No Response(s)			23	6.2 %
Totals			366	100%

How could we improve our website, enquiry or booking process?

148 Response(s)

How would you rate your pre-departure information pack, guidebooks, maps?

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			215	58.7 %
Good			115	31.4 %
Average			11	3.0 %
Poor			2	<1 %
Unacceptable			0	0.0 %
No Response(s)			23	6.2 %
Totals			366	100%

How would you rate our representatives/leaders/instructors/guides?

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			135	36.8 %
Good			57	15.5 %
Average			4	1.0 %
Poor			2	<1 %
Unacceptable			0	0.0 %
Not Applicable			149	40.7 %
No Response(s)			19	5.1 %
Totals			366	100%

How well did your accommodation meet your needs and expectations?

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			125	34.1 %
Good			206	56.2 %
Poor			2	<1 %
Average			17	4.6 %
Unacceptable			2	<1 %
Not Applicable			1	<1 %
No Response(s)			13	3.5 %
Totals			366	100%

How would you rate your overall experience with Macs Adventure?

Answer	0%	100%	Number of Response(s)	Response Ratio
Excellent			259	70.7 %
Good			93	25.4 %
Average			6	1.6 %
Poor			0	0.0 %
Unacceptable			0	0.0 %
No Response(s)			8	2.1 %
Totals			366	100%

Would you recommend Macs Adventure to a friend?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			353	96.4 %
No			7	1.9 %
No Response(s)			6	1.6 %
Totals			366	100%

Would you book with Macs Adventure again?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes, within the next year.			85	23.2 %
Yes, within the next two years.			65	17.7 %
Yes, at some stage in the future.			184	50.2 %
No			3	<1 %
Other			23	6.2 %
No Response(s)			6	1.6 %
Totals			366	100%

Which holiday, course or adventure did you book?

349 Response(s)

Please complete your contact details. (Optional)

Answers	Number of Response(s)
First Name	306
Last Name	305
Email Address	302