Appendix A

Monarch Ski and Ride School
Guest Satisfaction Survey

Name_____

Age 3-6 7-12 13+
Ability Level _____
SKI or SNOWBOARD

PRIVATE LESSON or GROUP LESSON

Instructor's Name_____

Please rate the following statements from 5 to 1. 5 indicates that you strongly AGREE with the statement - 1 indicates that you strongly DISAGREE with the statement.
(Please Circle a Number)

- My instructor's appearance was professional- 5 4 3 2 1
- My instructor was friendly and met me with a smile- 5 4 3 2 1
- My instructor was interested in my motivation for taking a lesson- 5 4 3 2 1
- My instructor considered my motivation when building a lesson plan- 5 4 3 2 1
- My instructor was conscious of the ways in which I learn and process information-
- 5 4 3 2 1
- My instructor considered my learning styles when presenting information- 5 4 3 2 1
- My instructor accurately assessed my movement patterns- 5 4 3 2 1
- My instructor recognized the strengths in my riding- 5 4 3 2 1
- My instructor provided me with ample practice time after introducing new material- 5 4 3 2 1
- My instructor summarized the lesson and presented me with something to work on- 5 4 3 2 1
- My instructor was concerned about my awareness of safety- 5 4 3 2 1
- My instructor introduced or reviewed the skier's responsibility code- 5 4 3 2 1
- My instructor met my expectations- 5 4 3 2 1
- I would recommend my instructor to friends and family- 5 4 3 2 1

- The Ski and Ride School sales staff was friendly and knowledgeable- 5 4 3 2 1
- The Ski and Ride School supervisory staff was friendly and knowledgeable- 5 4 3 2 1

Comments