



Mystery Shopper Evaluation

Sample WaterPark Evaluation

Visit#:	123456*wpk071405	Shopper's Occupation:	Sample	Scoring Key: 0 - Low / 4 - High
Shopper#:	123456	Shopper's Age / Gender:	35 / Male	
Visit Date:	Thursday, July 14, 2005	Other Guests' Ages	Sample	
Weather Conditions:	Sample	Shopper's Home:	Sample	
Time Arrived:	10:00 am	Total Number in Party:	Sample	
Time Departed:	3:00 pm	Visited Previously:	Sample	

Website

Website layout was easy to understand	Yes
Website was easy to navigate	Yes
Website contained adequate information	Yes
Online ticket purchase options were easy to find	Yes
Online ticket purchases seemed easy to complete	Yes
Website was entertaining and fun to visit	Yes

Website Narrative:

The website is fun and exciting. My sons greatly enjoyed looking at the site prior to our visit. It was informative and yet served to enhance the kids' excitement at the prospect of visiting the park. Once they saw the site, they couldn't wait to go to *****.

Phone Call

Phone system was easy to navigate	Yes
Recordings and menus were clear and easy to understand	Yes
Call was answered in 2 rings or less	Yes
Team member identified self and location	Yes
EMPLOYEE NAME:	Kendra
TIME EVALUATED:	4:53 pm
DATE OF CALL:	7/16/05
Provided a cheerful and enthusiastic greeting	Yes
Was attentive and knowledgeable about the facility	Yes
Answered your questions adequately	Yes
Offered additional info to better prepare you for visit	Yes
Were you asked if you could hold, before placed on hold	Yes
If placed on hold, for how long	1
Provided an appropriate closing	Yes

Phone Call Narrative:

Kendra was incredibly pleasant when answering the phone. She identified herself and the park immediately in a very friendly voice. There was no sign of the late hour in her voice: she seemed as friendly and happy as she must have been at 10 am, even though it was the end of the day. I inquired about lost and found for an item we left behind at the park: Kendra quickly searched for our item and got right back to me. In the meantime, the "hold" music was interspersed with information that I found interesting and valuable (inclement weather policy, etc.) Overall, I felt that Kendra was an outstanding spokesperson for the park.

Parking

- Signs directing you to facility were easy to read **Yes**
- Parking lot was clean and organized **Yes**
- Any lines were organized and moved quickly **Yes**

Parking Narrative:

The parking lot was huge, and although it was already quite full, we were able to find a spot. The lot was clean and I did not see any debris anywhere in the lot, even upon departing late in the day.

Ticket Booth

- Area was clearly marked and easy to locate **Yes**
- Area was clean and free of trash **Yes**
- Any lines were organized and moved quickly **Yes**
- Prices were clearly posted and easy to understand **Yes**

Ticket Booth Narrative:

The ticket booth area was very obvious upon our approach to the park. There was a booth set up for ****, which was nice to see. The area was fun, appealing, and very efficient. Our wait time was only a couple of minutes.

Ticket Booth Team Member

- Team member's name tag was clearly visible **Yes**
- EMPLOYEE NAME: **Stephanie**
- TIME EVALUATED: **10:15 am**
- Was in uniform and neatly groomed **Yes**
- Greeted you pleasantly and made eye contact **2**
- Answered your questions adequately **3**
- Weather forecast was adequately explained when asked **Yes**
- Handled transaction correctly **Yes**
- Gave you correct change **N/A**
- Counted back change (if applicable) **N/A**
- Checked signature (if credit card used) **Yes**
- Gave you adequate receipt **Yes**
- Was efficient and helpful **2**
- Directed you to the entrance gate **No**
- Thanked you and / or provided a pleasant closing **2**

Ticket Booth Team Member Narrative:

Stephanie was relatively stoic. She had a pleasant expression on her face, but I wouldn't exactly call it a smile. She made eye contact and asked what she could help us with. Her nametag was not visible at this time (we saw her inside the park later and were able to see her name at that point, however). We noticed that other cashiers had their nametags stuck on the glass of the booth, which was very nice. Stephanie seemed to fumble a bit with our ***** purchase and had to call for assistance. Kim, a supervisor, came to lend a hand. We paid by debit card, and the transaction was handled efficiently. We were not directed to the entrance, but it was fairly self-explanatory, as the "flow" of patrons was clear.

Turnstiles

- Area was clean and free of trash **Yes**
- Any lines were organized and moved quickly **Yes**
- Signage in this area was adequate / appropriate **Yes**
- Security personnel checked your bags **Yes**
- Security / bag checkers were courteous and friendly **Yes**
- Stroller entrance was handled efficiently & courteously **N/A**

Turnstiles Narrative:

The employees were extremely efficient here, calling patrons over to their lines if they did not currently have people waiting. The area was very well designed. Our bags were checked prior to this area, and it was done in a very pleasant and polite manner by Anthony, who told us to have fun once he was finished.

Turnstiles Team Member

Team member's name tag was clearly visible **Yes**
 EMPLOYEE NAME: **Jacinda Karissa**
 TIME EVALUATED: **10:19 am**
 Was in uniform and neatly groomed **Yes**
 Greeted you pleasantly and made eye contact **3**
 Took ticket and presented you with a stub **Yes**
 Thanked you and / or provided a pleasant closing **2**

Turnstiles Team Member Narrative:

Jacinda and Karissa worked together to process our party. We were all in Jacinda's line when Karissa called half of our party to her line to get us through quicker. They had a friendly demeanor, but were interacting primarily with one another.

Guest Relations

Area was clearly marked and easy to locate **Yes**
 Area was clean and free of trash **Yes**
 Available services were clearly displayed **Yes**
 Any lines were organized and moved quickly **Yes**
 Signage indicated which attractions weren't open **Yes**
 ATTRACTIONS LISTED: **NA**

Guest Relations Narrative:

The guest relations office was cool and clean. We stopped in at the end of our visit and found it to be an oasis. It was great that we could get the money refunded from our splash bands since we didn't spend it all.

Guest Relations Team Member

Team member's name tag was clearly visible **Yes**
 EMPLOYEE NAME: **Osa**
 TIME EVALUATED: **5:00 pm**
 Was in uniform and neatly groomed **Yes**
 Greeted you pleasantly and made eye contact **4**
 Handled your needs efficiently and adequately **4**
 Thanked you and / or provided a pleasant closing **4**

Guest Relations Team Member Narrative:

Osa was welcoming, friendly, and delightful overall. She asked the boys if they'd had fun and was very professional and efficient. We needed refunds from several bands of ***** (we had small balances on several of them). She did not blink an eye, just processed the refund and was very kind and friendly the whole time.

Inclement Weather

Were raincheck guidelines easy to understand **N/A**
 Were the marginal weather signs helpful/informative
 Did staff clearly explain the raincheck guidelines
 If rainchecks were issued how long did you wait in line
 Staff member issuing rainchecks was friendly & helpful
 Staff member answered your questions adequately
 Thanked you and / or provided a pleasant closing

Inclement Weather Narrative:

We had perfect weather for our visit.

Park Grounds / Maintenance

Park grounds were attractive and nicely landscaped **4**
 Seating was available and adequate **Yes**
 Shade was also available and adequate **Yes**
 Background music was appropriate & at reasonable volume **Yes**
 Buildings / structures were attractive & in good repair **Yes**
 Walkways & benches were attractive & in good repair **Yes**
 Drinking fountains were available and adequate **Yes**
 Team members were seen sweeping up the park **Yes**
 Drinking fountains were clean and functioning properly **Yes**

Park Grounds / Maintenance Narrative:

We can't say enough about the atmosphere at the park. The perennial gardens throughout the park are particularly spectacular. Everywhere I went I found myself amazed at the beauty of the park. Although there were some sparse spots and weedy spots in the grassy areas, the overall landscaping of the park was a sight in itself, and made trekking up the hills enjoyable. The combination of the gorgeous flower gardens and topiaries and the blue water everywhere was outstanding. There was a lot of seating, but we still found it difficult to secure seats for lunch because patrons had left their belongings "securing" seats while they were off having fun, which made it really difficult to find somewhere to eat. I'm sure not much can be done about that, however.

Grounds Team Member

Team member's name tag was clearly visible **Yes**
 EMPLOYEE NAME: **Amanda**
 SPECIFIC LOCATION: **pizza**
 TIME EVALUATED: **1pm**
 Was in uniform and neatly groomed **Yes**
 Was attending to responsibilities / keeping busy **Yes**
 Responded to question cheerfully & correctly **3**

Grounds Team Member Narrative:

I interrupted Amanda's work to inquire where I could go to add money to my ***** band. She stopped what she was doing, smiled, and answered the question. She was polite and seemed to be working hard.

Coin Operated Lockers

Area was clearly marked and easy to locate **Yes**
 Locations were described and listed in park guide **Yes**
 SPECIFIC LOCATION: **near bathroom**
 TIME EVALUATED: **10:25 am**
 Area was clean and free of trash **Yes**
 Prices were clearly posted and easy to understand **Yes**
 Prices were fair and reasonable **Yes**
 Adequate lockers were available and easy to find **Yes**
 Were in good repair and working correctly **Yes**

Coin Operated Locker Narrative:

There were plenty of lockers of various kinds available, but after perusing all of our different choices, we ended up going with the all day locker that you use a code to access. For our needs as a family, the coin operated lockers were just not a great value because we need to get in and out of our locker repeatedly throughout the day for money, sunscreen, towels, etc.

Locker Island Team Member

Team member's name tag was clearly visible **Yes**
 EMPLOYEE NAME: **Amber**
 Was in uniform and neatly groomed **Yes**
 Greeted you pleasantly and made eye contact **4**
 Was efficient and helpful **4**
 Thanked you and / or provided a pleasant closing **4**

Locker Island Team Member Narrative:

Amber was outstanding, one of the friendliest employees we encountered all day. She spent the WHOLE day working at the bank of lockers, and each time we returned to access our locker it was like greeting a friend. She was so pleasant and helpful to everyone around. There were quite a few people who seemed to struggle with making the lockers work, and Amber was absolutely patient and professional with each patron, even though it was a repetitive and sometimes probably completely dull job. She did a fantastic job.

All Day Locker Rental

Area was clearly marked and easy to locate **Yes**
 TIME EVALUATED: **10:30 am**
 Area was clean and free of trash **Yes**
 Prices were clearly posted and easy to understand **Yes**
 Prices were fair and reasonable **Yes**
 Adequate lockers were available and easy to find **Yes**
 Were in good repair and working correctly **Yes**

All Day Locker Rental Narrative:

It sounds silly, but this was my single favorite part of this visit. The addition of these lockers is WONDERFUL. We were able to get into the locker repeatedly throughout the day, and with two kids, it was fantastic. We rented two of these great lockers, and at \$8 for two, we found it to be a bargain with the number of times they were accessed. We enjoyed not having to wear a key and worry that we would lose it in the park.

All Day Locker Team Member

Team member's name tag was clearly visible	Yes
EMPLOYEE NAME:	Scarlett Tim
Was in uniform and neatly groomed	Yes
Greeted you pleasantly and made eye contact	3
Was efficient and helpful	3
Handled transaction correctly	Yes
Demonstrated knowledge of facility	Yes
Thanked you and / or provided a pleasant closing	3

All Day Locker Team Member Narrative:

We rented one locker from Scarlett right away. She was friendly and personable. She explained the process and processed the transaction quickly and efficiently. She did not ask to see our ID or read the back of our debit card, however. A few minutes later, upon realizing that we would need a second locker, my husband rented one from Tim. He would have scored Tim with all 2's. He was average in his friendliness and customer service, and average in efficiency. My husband said the interaction was just "forgettable" whereas, Scarlett was more friendly.

Locker Room Area

Signs for locating were visible and easy to read/follow	Yes
Area was easy to locate	Yes
Was clear of trash and debris	No
Were pleasant smelling	No
Adequate showers were available	Yes
Showers were in good condition / working correctly	Yes
Trash containers were available and not overflowing	Yes

Locker Room Area Narrative:

These questions are tricky to answer, because of course the condition of the bathhouse and restrooms changed through the course of our visit. Initially, I was very impressed. They seemed clean and fresh. My 5 year old commented on the fish tiles on the way in. Upon our departure, however, they were almost painful to use. The women's bathhouse was littered with bits of trash, articles of clothing left behind, and worst--hair. There was a LOT of wet hair all over the place, which was extremely unpleasant. I really didn't want my child to touch anything in there, and we decided to forego the shower altogether and wait until our return home.

Restrooms

Signs for locating were visible and easy to read/follow	Yes
Area was easy to locate	Yes
An adequate number were available	Yes
Were clear of trash and debris	No
Were well stocked with adequate supplies	Yes
Were pleasant smelling	No
Were in good repair and working correctly	No
Trash containers were available and not overflowing	Yes
An employee was seen cleaning at least 1 restroom	Yes

Restrooms Narrative:

We visited the restrooms attached to the bathhouse. Again, I found them relatively acceptable early in the day, but later they were yucky. I actually would not allow my child to touch anything in there. Just after lunch we had to try three stalls before we could find a working toilet. One was filled with waste and paper, one was continuously running, with spray coming up into the air (really gross!) and the third we finally could use. Everything was hot, humid and wet, of course, which is understandable, but the conditions were just not pleasant. At the end of the day we saw several employees using a squeegee to remove some of the water. One strong suggestion would be to provide some type of footstool so that smaller children can reach the sinks. The automatic spray is great so they don't have to touch a germey faucet, but it's very hard to reach when you're a kid, and what disturbed me most was that the sink came to about mouth-height for my child, and as he leaned to reach the water his mouth nearly came into contact with the sink. Stools would help.

Food Service

Signs for locating were visible and easy to read/follow	Yes
Area was easy to locate	Yes
A large variety of food was available in the park	Yes
Locations were described and listed in park guide	Yes
NAME OF LOCATION:	Pizza
TIME EVALUATED:	12:45 pm
SPECIFIC LOCATION:	Near *****
Area was clean and free of trash	Yes
Any lines were organized and moved quickly	Yes
Menu & prices were clearly posted / easy to understand	Yes
All menu options listed were available at location	Yes
Payment options were clearly posted	Yes
Food preparation areas were clean and free of trash	Yes
Food prep team members were in uniform & neatly groomed	Yes
Food preparation team members were efficient and safe	4
Condiment area was clean & free of trash & food	Yes
Condiment area was adequate & well stocked	Yes
Eating areas were clean and free of trash & food	Yes
Adequate eating tables/areas were available	Yes
Trash containers were available and recently emptied	Yes
Number of minutes you waited to be helped	10+
Number of people in line ahead of you	10+

Food Service Narrative:

There was a wait to get pizza because there were a large number of cheese pizzas but no pepperoni ones available. The operation was extremely efficient, though, and I was impressed and entertained just watching the pizzas get prepared. This was a large group of employees and they all worked together very well. They didn't seem to have much fun (looked kind of unhappy, to be honest) but were working very hard to get everyone served right at the peak of the lunch hour. Everything was clean and well maintained. Seating areas were cleaned the minute they were vacated (though more seating would be nice). It was great.

Food Service Team Member

Team member's name tag was clearly visible	No
EMPLOYEE NAME:	See narrative
Was in uniform and neatly groomed	Yes
Greeted you pleasantly and made eye contact	2
Demonstrated knowledge of menu	Yes
Asked if you needed anything else or made suggestions	No
Was efficient and helpful	4
Thanked you and / or provided a pleasant closing	2

Food Service Team Member Narrative:

Again, there were quite a few employees here. The employee who finally brought the pepperoni pizzas was male, teens, short brown hair, no nametag. He was polite and efficient.

Food Service Cashier

Team member's name tag was clearly visible	Yes
EMPLOYEE NAME:	Mark Daniel
Was in uniform and neatly groomed	Yes
Greeted you pleasantly and made eye contact	2
Asked if you needed anything else or made suggestions	No
Was efficient and helpful	0
Handled transaction correctly	No
Gave you correct change	Yes
Counted back change (if applicable)	Yes
Checked signature (if credit card used)	Yes
Gave you adequate receipt	Yes
Directed you to the condiment and drink area	No
Thanked you and / or provided a pleasant closing	3

Food Service Cashier Narrative:

After retrieving my pizzas and bottle of soda, I approached Mark, the cashier. He did not smile, just looked down at my food and entered it into the register. I explained that I had \$10 on one ***** band and \$10 on the other, and that I needed to purchase my 3 personal pizzas and one bottle of soda. Mark could not complete the transaction because he did not know how to handle two ***** bands as payment methods for one transaction. He tried about 6 different times mechanically doing the same thing without any success. He unfortunately displayed no problem solving skills. He asked me (politely) to go get a credit card instead. I explained I purchased the bands to avoid having to bring my credit cards all over the park and he just looked at me. I said, "I guess I just can't buy any food then?" He again just looked at me and said, "Well, I guess I could call my lead and see how to do this." He got on the phone, and Daniel came over from the other register and tried very nicely to help, but again with no success. There was a fairly long line, and Mark became agitated. I had waited in the line myself and was very reluctant to abandon my food to only have to stand in the line again, but I felt that Mark expected me to do just that. Finally, Desiree came over and was quickly able to complete the transaction (unfortunately she did not use the situation as a teaching tool so that Mark would know next time how to do it). She did not apologize and her demeanor was irritated. I thanked her and asked her name since she was not wearing a nametag. At this point, once we were finished and I was finally able to leave with my slightly cold pizza, Mark finally expressed that he was sorry for the inconvenience. It was very frustrating that such a great idea as the ***** could also create such an inconvenience when it could have been avoided with proper training. Later in the day we also ordered Dippin Dots from Haylee and Alex. They were methodical and robotic in completing the transaction and serving the ice cream, but were polite and efficient. Alex, who was handling the transaction, was able to complete the transaction with ease, even though half of the payment was on my husband's ***** and the other half was on my son's.

Food

Food was prepared according to order	4
Food appeared appetizing	Yes
Food temperature was correct	Yes
Portion size was appropriate for price	Yes
Food was prepared well and seasoned appropriately	Yes
Ingredients were fresh and of high quality	Yes
Prices were fair and reasonable	Yes
Food tasted appealing	4
Overall value for price paid	4
Food Narrative:	

This lunch was outstanding. The pizza must have been very hot to start with since it was still rather warm after our experience at the cashier's booth. I would eagerly seek out this lunch again. The pizzas had outstanding flavor and the crust was nice and crunchy. Wonderful, wonderful food at a price that I'm willing to pay, especially in an amusement facility.

Food Ordered

Food Ordered:

3 personal pizzas and one bottle of Dr. Pepper

Chairlift

TIME EVALUATED:	4:00 pm
Area was clean and free of trash	Yes
Any lines were organized and moved quickly	Yes
Trash containers were available and recently emptied	Yes
Any instructions were given slowly and clearly	No
Team member(s) worked attraction safely and efficiently	4
You were safely directed to the attraction's exit	No

Chairlift Narrative:

The gondola ride was routine and pleasant. We were glad to skip the long trek down to the funhouse. No instructions were given but the ride was safe and efficiently run.

Chairlift Team Member

Team member's name tag was clearly visible	Yes
EMPLOYEE NAME:	Shane
Was in uniform and neatly groomed	Yes
Greeted you pleasantly and made eye contact	2
Team member worked attraction safely and efficiently	Yes
Was friendly and helpful	2
Behaved professionally at all times	Yes

Chairlift Team Member Narrative:

Shane appeared unbelievably bored. He was staring into space and seemed surprised when I asked him a question about the ride. I asked if we would get wet on the ride and he said, "not much". That was the extent of our interaction.

Gift Shop

Area was clearly marked and easy to locate	Yes
A large variety of items available throughout facility	Yes
Location was listed and described on park map	Yes
NAME OF LOCATION:	Gift Shop
TIME EVALUATED:	11:30 am
SPECIFIC LOCATION:	Entrance
Area was clean and free of trash	Yes
Any lines were organized and moved quickly	Yes
Items were organized and attractively displayed	Yes
Prices were clearly marked and easy to understand	Yes
Items were in adequate supply / well stocked	Yes
Merchandise was of good quality	Yes
Prices were fair and reasonable	Yes
Payment options were clearly posted	Yes
Discounts or sales were advertised	Yes
Area manager or supervisor was visible and available	Yes
Trash containers were available and recently emptied	Yes
Employees were spread throughout the store	Yes

Gift Shop Narrative:

The gift shop was appealing and interesting. I enjoyed shopping, and could have shopped more if it had been larger. I would have liked to see a more extensive supply of "waterworld" souvenirs. I was very pleased with the prices, and found a great pair of sunglasses at exactly the same price I would pay for the same item at Target. We also later ended up purchasing a photo at the Kodak counter. We enjoyed the souvenir but found the prices to be very high. We would also really appreciate the possibility of purchasing a single small photo or souvenir. We had to purchase a package in order to obtain the single magnet souvenir that we wanted.

Gift Shop Team Member

Team member's name tag was clearly visible	Yes
EMPLOYEE NAME:	Kathy
Was in uniform and neatly groomed	Yes
Greeted you pleasantly and made eye contact	4
Demonstrated knowledge of products	Yes
Asked if you needed anything else or made suggestions	Yes
Was efficient and helpful	4
Was observing entire store / watching for theft	Yes
* When you used the dressing room:	
Employee stood near dressing room	N/A
Employee let only 3 items into dressing room	N/A
Helped get other styles/sizes & hung up discarded item	N/A
Thanked you and / or provided a pleasant closing	4

Gift Shop Team Member Narrative:

Kathy was very friendly and smiled throughout our interaction. She seemed very busy yet friendly and approachable.

Gift Shop Cashier

Team member's name tag was clearly visible	Yes
EMPLOYEE NAME:	Kyle
Was in uniform and neatly groomed	Yes
Greeted you pleasantly and made eye contact	2
Demonstrated knowledge of products	Yes
Asked if you needed anything else or made suggestions	No
Handled transaction correctly	Yes
Counted back change (if applicable)	N/A
Checked signature (if credit card used)	N/A
Gave you adequate receipt	Yes
Was efficient and helpful	3
Was watching front of store when not ringing up guest	Yes
Thanked you and / or provided a pleasant closing	2

Gift Shop Cashier Narrative:

Kyle was kind of "lukewarm". He was polite but not very friendly. He said all of the right things, gave a greeting and a nice closing, but did not seem very genuine about it. There was not much of a real smile on his face, and he did not appear very enthusiastic. He provided pleasant and efficient service, but there was nothing memorable about the transaction.

Tube Rental

Area was clearly marked and easy to locate	Yes
TIME EVALUATED:	4:45 pm
Area was clean and free of trash	Yes
Prices were clearly posted and easy to understand	Yes
Prices were fair and reasonable	Yes
Lines were short and moved quickly	Yes
Tubes were in good condition / well maintained	Yes

Tube Rental Narrative:

The tube rental was easy to find and was in a very logical location for *****, but there really should have been a second tube rental location right at the entrance, maybe over by the Captain Jack's first aid location where there are some tables, etc. The kids immediately wanted to go into Captain Jack's pool as soon as we arrived, but did not want to walk down to the tube rental first, so we did without. The park ended up missing out on the tube rental sale for the 4 of us, because when we didn't rent the tubes right away and later didn't want to deal with the hassle of carrying the tubes back down to the tube rental area to check them. If the rental had been right there where we would use the tubes in the pool, we would have bought them for sure first thing.

Tube Rental Team Member

Team member's name tag was clearly visible	Yes
EMPLOYEE NAME:	Rachel
Was in uniform and neatly groomed	Yes
Greeted you pleasantly and made eye contact	4
Was efficient and helpful	Yes
Handled transaction correctly	Yes
Demonstrated knowledge of facility	Yes
Answered your questions adequately	Yes
Thanked you and / or provided a pleasant closing	4

Tube Rental Team Member Narrative:

Rachel was very friendly when I approached the rental booth. She answered my questions and seemed very eager to help. The area did seem overstaffed, though. There were 4 employees there and no line at the time.

Children's Water Play Area

- Signs for locating were visible and easy to read/follow **Yes**
- Area was clearly marked and easy to locate **Yes**
- Locations were described and listed in park guide **Yes**
- Area was clean and free of trash **Yes**
- Area was safe and suitable for children **Yes**
- Trash containers were available and recently emptied **Yes**

Children's Area Narrative:

My 5 year old and I spent a great deal of time in *****. It was outstanding, just perfect for younger kids who can't do some of the bigger slides, etc. We had a great time splashing and playing with the swings and small slides. It was great that I could go with him. We also went to the fun house and felt that it was not as much fun. The sprays were really too forceful and we couldn't keep water out of our faces for long enough to enjoy ourselves. We also felt the area down there seems sparse and not worth the trip. It would be really nice if there were some additional smaller family slides/pools/attractions down in that area.

Children's Play Area Lifeguard

- Team member's name tag was clearly visible **Yes**
- EMPLOYEE NAME: **Jeremy**
- TIME EVALUATED: **2pm**
- SPECIFIC LOCATION: *********
- Was in uniform and neatly groomed **Yes**
- Greeted you pleasantly and made eye contact **0**
- Worked well with children **No**
- Team member worked attraction safely and efficiently **2**
- Thanked you and / or provided a pleasant closing **0**

Children's Area Lifeguard Narrative:

When I first approached, Jeremy was at the small set of slides with water sprays. I asked if I could go down the slide with my reluctant son, and Jeremy was pleasant and said, "of course." Later, however, Jeremy was standing by the curvy slide in *****. He watched the water most of the time, but his gaze did wander occasionally, and he himself wandered away from his post occasionally, which I felt was disturbing. He also made no effort to regulate the line for the slide. He did not speak to the kids at all. Kids would walk up and go in the side of the slide area, bypassing the other kids in line. Since this is a tricky area for parents (it's hard to be in two places at once...at the top while your child is waiting to go down, and at the bottom, to make sure your child gets up and out of the way of other sliders) it would be really helpful to have a vigilant lifeguard helping to keep the kids safe and organized at the top of the slide, so parents don't have to go racing down the water stairs after making sure that their child is safely headed down the slide.

Water Park Attractions

- Signs for locating were visible and easy to read/follow **Yes**
- Dressing rooms (including showers & toilets) were clean **Yes**
- The area around pools & attractions were clean and safe **Yes**
- A large variety of water attractions were available **4**
- Locations were clearly marked and easy to find **Yes**
- Water safety rules were clearly posted at attractions **Yes**
- Plenty of inner tubes were available when needed **Yes**
- Was the use of swim diapers consistently enforced **Yes**
- Any rider requirements were listed at ride & on map **Yes**
- Any health risks, etc. were listed at rides/attractions **Yes**

Waterpark Attractions Narrative:

The attractions were terrific. We've been to other water parks, but nothing compares favorably with *****. There are so many different attractions to do, it's hard to get them all to fit into one day. The themed slides are outstanding and make for a great departure from the norm. My husband really loves the individual tube slides and body slides, and I enjoy the lazy river and multiple tube slides, so there is something for everyone. There were always plenty of tubes (though in the lazy river late in the day there were really too many, causing lots of backups and problems).

Regular Waterslide Attraction

- NAME OF LOCATION: *********
- TIME EVALUATED: **2:30 pm**
- Area was clean and free of trash **Yes**
- Area around the activity was safe for bare feet **Yes**
- Any lines were organized and moved quickly **Yes**
- Trash containers were available and recently emptied **Yes**
- Attraction appeared in good condition / well maintained **Yes**
- Any instructions were given slowly and clearly **Yes**
- Lifeguards were consistently enforcing safety rules **Yes**
- Swim-wear requirements were consistently enforced **Yes**
- Lifeguards were in uniform and easily identified **Yes**

Regular Waterslide Attraction Narrative:

My husband did one of the curving slides in this area. He said the line was fairly short and moved as quick as possible based upon the sliders exiting the pool at the bottom of the slides. The area was clean, the only thing he suggested for possible improvement was a better way for guests to store the water shoes at the base of the ride other than just leaving them on the rocks.

Regular Waterslide Lifeguard

Team member's name tag was clearly visible	Yes
Lifeguard was easily identified and neatly groomed	Yes
EMPLOYEE NAME:	Tricia
SPECIFIC LOCATION:	Top of slides
Was carefully scanning his/her area of the activity	Yes
Was wearing a whistle	Yes
Was consistently and fairly enforcing safety rules	No
Greeted you pleasantly and made eye contact	2
Team member worked attraction safely and efficiently	Yes
Was friendly and helpful	2
Behaved professionally at all times	Yes

Regular Waterslide Lifeguard Narrative:

Although this guard seemed to work the attraction safely for the most part I wasn't sure if she was actively checking for no water shoes or not. I didn't see her actively examining feet, but it could be she was simply very discreet in doing so. It seemed odd that she was sitting on the slide to perform her duties, but given the setup of the pool and slides I wasn't sure if there was another way to do it. She was polite and professional, but not especially friendly and didn't really interact other than tell us when to go. More of a smile and hello or have fun would be nice.

Single Rider Tube Attraction

NAME OF LOCATION:	Lazy River
TIME EVALUATED:	4:30 pm
Area was clean and free of trash	Yes
Area around the activity was safe for bare feet	Yes
Any lines were organized and moved quickly	Yes
Trash containers were available and recently emptied	Yes
Attraction appeared in good condition / well maintained	Yes
Any instructions were given slowly and clearly	Yes
Lifeguards were consistently enforcing safety rules	No
Swim-wear requirements were consistently enforced	Yes
Lifeguards were in uniform and easily identified	Yes

Single Tube Attraction Narrative:

The lazy river is my single most favorite attraction, and during our visit this time it was GREAT. The water was clean (in the past it has been quite debris-filled). It was relaxing and fun, except there were too many empty tubes in the water, which caused some "clogs" in the flow. It was confusing that most of the tubes said "rental bands only". This was the only area where I found that the lifeguards were less than vigilant. We went around three times. Lifeguards were clustered and chatting in one area, and in others they were yawning, checking watches, etc. while there was inappropriate horseplay and cursing (someone said the F-word within earshot of my 5 year old). There were three teenaged boys going through the river with no tubes, and not a single lifeguard said anything to them.

Single Rider Tube Lifeguard

Team member's name tag was clearly visible	Yes
Lifeguard was easily identified and neatly groomed	Yes
EMPLOYEE NAME:	See narrative
SPECIFIC LOCATION:	Lazy River
Was carefully scanning his/her area of the activity	Yes
Was wearing a whistle	Yes
Was consistently and fairly enforcing safety rules	Yes
Greeted you pleasantly and made eye contact	4
Team member worked attraction safely and efficiently	Yes
Was friendly and helpful	4
Behaved professionally at all times	Yes

Single Tube Lifeguard Narrative:

This lifeguard was female, 18-20 years old, about 5'7", with long blonde hair in a ponytail and a very deep tan. She was friendly and pleasant, and was pretty much the only lifeguard along the river at the time who seemed as vigilant as she had been at park opening.

Multiple Rider Tube Attraction

NAME OF LOCATION:

TIME EVALUATED:

- Area was clean and free of trash
- Area around the activity was safe for bare feet
- Any lines were organized and moved quickly
- Trash containers were available and recently emptied
- Attraction appeared in good condition / well maintained
- Any instructions were easy to understand and helpful
- Lifeguards were consistently enforcing safety rules
- Swim-wear requirements were consistently enforced
- Lifeguards were in uniform and easily identified

12:30 pm

- Yes
- Yes
- No
- Yes
- Yes
- Yes
- Yes
- Yes
- Yes

Multiple Tube Attraction Narrative:

The ***** is a great ride. It's thrilling, smooth, well themed, and really just a first class ride. It reminds me of something you'd see at a Disney park. We loved it (even though my sensitive 5 year old DID want to go home halfway through!) The only trouble was the inefficiency of the line at the beginning (see employee narrative).

Multiple Rider Tube Lifeguard

- Team member's name tag was clearly visible
- Lifeguard was easily identified and neatly groomed
- EMPLOYEE NAME:
- SPECIFIC LOCATION:
- Was carefully scanning his/her area of the activity
- Was wearing a whistle
- Was consistently and fairly enforcing safety rules
- Greeted you pleasantly and made eye contact
- Team member worked attraction safely and efficiently
- Was friendly and helpful
- Behaved professionally at all times

- Yes
- Yes
- Mike Monica Jay
- *****
- Yes
- Yes
- Yes
- 4
- Yes
- 4
- Yes

Multiple Tube Lifeguard Narrative:

These three employees were stationed at the end of the ride...at the end of OUR ride. When we got to the end, the three of them all greeted us, moved us along the way towards the exit, and then moved the tube back to the start. They were very hard working and very friendly (though Jay was very quiet and reticent). Prior to our ride, however, there was a huge back up with 7-8 rafts full of people stuck in a big line at the end of the ride. It was chaotic and confusing, and people were abandoning the rafts back where they emerge from the cave area. Luckily Woody (supervisor) arrived to clear the confusion (see management narrative).

My husband wanted to report that he witnessed Alex working the bottom exit area of one of the multiple rider tube slides in the river country area. It was to the far west and utilized green tubes. Alex was engaged in horseplay with a female employee there who seemed to attempt to stay on task despite Alex's behavior. He was continually tackling, pushing and otherwise attempting to "play around" with the female employee. It was inappropriate and unprofessional.

Wave Pool Attraction

NAME OF LOCATION: *****
 TIME EVALUATED: 10:35 am
 Area was clean and free of trash **Yes**
 Area around the activity was safe for bare feet **Yes**
 Trash containers were available and recently emptied **Yes**
 Attraction appeared in good condition / well maintained **Yes**
 Any instructions were easy to understand and helpful **Yes**
 Lifeguards were consistently enforcing safety rules **Yes**
 Swim-wear requirements were consistently enforced **Yes**
 Lifeguards were in uniform and easily identified **Yes**

Wave Pool Attraction Narrative:

Our kids could have spent the entire day in Captain Jack's wave pool without a single thought. We all enjoyed it a great deal, and it was wonderful that it can be enjoyed by people of all ages, whereas ***** is really difficult for small kids to enjoy. The lifeguards were positioned all around the pool, and had their whistles ready. They were used frequently, and I felt that the lifeguards were very careful and professional in the execution of their duties.

Wave Pool Lifeguard

Team member's name tag was clearly visible **Yes**
 Lifeguard was easily identified and neatly groomed **Yes**
 EMPLOYEE NAME: **Matt**
 SPECIFIC LOCATION: *****
 Was carefully scanning his/her area of the activity **Yes**
 Was wearing a whistle **Yes**
 Was consistently and fairly enforcing safety rules **Yes**
 Greeted you pleasantly and made eye contact **4**
 Team member worked attraction safely and efficiently **Yes**
 Was friendly and helpful **4**
 Behaved professionally at all times **Yes**

Wave Pool Lifeguard Narrative:

Matt was friendly when we hollered up to him to ask how far apart the wave cycles were. He was friendly in his response, but stayed on task. The lifeguards were all very alert during the wave cycles and still alert during the other periods. Later a male lifeguard with curly dark hair, sitting in the chair on the bathhouse side of the pool was somewhat helpful in locating a pair of water shoes we had lost. One shoe had been thrown up to him from someone in the water. When we spotted the shoe there he explained that to us and said the other one would probably be around the edge somewhere.

Operations

Security personnel were visible and easy to find **Yes**
 First aid services were available and easy to find **Yes**
 Adequate pay phones were available and easy to find **Yes**
 Pay phones were in good repair / working properly **Yes**
 ATM machines were available and easy to find **Yes**
 ATM machines were in good repair and working properly **Yes**

Operations Narrative:

We had no difficulty finding everything we needed in the park. The park is like a well oiled machine, and we were consistently impressed with how we felt our needs were addressed. We wish we could visit the park every day!

Management

Management was visible/ seen throughout facility **Yes**
 Management was easily identified **Yes**
 Adequate staffing levels were seen throughout facility **Yes**
 Was wearing nametag **Yes**
 EMPLOYEE NAME: **Woody**
 TIME EVALUATED: **12:30 pm**
 SPECIFIC LOCATION: *****
 Was well groomed/ had professional appearance **Yes**
 Was seen interacting with guests **Yes**
 Was helpful and attentive to staff **Yes**
 Projected a friendly and professional attitude **4**

Management Narrative:

Woody arrived at the ***** ride just in the nick of time to clear out the chaos that had been created by too many rafts at the end at one time. It's hard to describe, but he just had such an air of calm and control about him when handling the situation that it became a non-event. He was friendly, completely in charge, and did a spectacular job of making us all feel at ease.

Overall

Overall impression of facility personnel	4
Overall impression of facility / grounds	4
Overall impression of water slides	4
Overall impression of wave pools	3
Overall impression of retail service	3
Overall impression of rental services	2
Overall impression of food service	3
Overall impression of prices / value for money	4
Would you return to facility based on this experience	Yes

Overall Narrative:

We experienced a terrific day at *****. The park was lovely and well cared for, the employees were all polite, and some were truly friendly and fun. There was something fun for each member of my family to enjoy, and we were able to spend a fun day together in a park that is so well run. We will definitely be back, and as our son gets older we will consider season passes.

Suggestions

What 2 things could be done to improve your experience:

Food service employees could have been more knowledgeable regarding how to handle ***** purchases. Since ***** is designed with convenience in mind, my experience was impacted by the awkwardness of this transaction. Secondly having the ability to rent and check tubes near the ***** wave pool would be vey helpful as that is the main pool where rental tubes are used.

Most Memorable

What will you remember most about your experience:

I will remember that the employees of the park were ALL polite and professional. I will also remember the beauty of the atmosphere while I enjoyed such a fun and enjoyable day with my family. Above all I will remember the conveniences that made our day efficient and fun--the all day locker and the *****. Although we encountered the one difficulty with the *****, overall we LOVED this concept and it worked smoothly for us. The re-chargeability of the ***** is terrific, so you can recharge it as necessary, and the refund of any unused ***** at the end of the day made us feel free to use it at will without fear of losing money.

Outstanding Team Member

EMPLOYEE NAME: **Amber**
 TIME EVALUATED: **various**
 SPECIFIC LOCATION: **Lockers**

Outstanding Team Member Narrative:

Amber was just as friendly the last time we encountered her near our departure as she was when we arrived at the park.