

Guide Performance Review – Client Review

About the Guide & Trip/Activity

Guide Being Reviewed: _____ Your Name: _____
 Review Date: _____ Your Email Address: _____
 Date of Trip you attended: _____ Your Phone Number: _____
 Place or route of trip: _____ Trip duration / days: _____

Review Guidelines

is completing a guiding qualification and we require a number of testimonies from their past clients about their abilities as a guide. Please may we ask for your honest opinion about their performance. If you would prefer the guide in question not to know how you have rated them, please put a cross in this box

Please return form to: admin@adventure-qualifications.com

Evaluation

... **(5)** **(4)** **(3)** **(2)** **(1)**
 Exceptional Good Satisfactory Poor Unsatisfactory

...was a capable guide – I felt confident/safe in their care.

...was confident in performing the activities technical skills.

...was practical and handy in doing the job.

...acted responsibly & effectively during the trip/activity.

...handled activity problems with ease and confidence.

...listened to clients concerns / comments and took action.

...took responsibility for the actions of themself and clients.

...honored their commitment to providing good client service.

...provided a good overall service and I would recommend them.

...is helpful and showed common sense in dealing with client problems.

...had creative ideas and enhanced our experience.

...met challenges head on without avoiding difficult situations.

...was innovative in their thinking.

Any Additional Comments: _____

Signature: _____

How to sign digitally

