



Thank you for agreeing to take part in this important survey measuring customer satisfaction. You are receiving this customer survey as you recently went on a guided fishing trip with Fast Break Bait & Tackle Guide Service. We ask you to provide us with your feedback on how we performed. ***We actively use customer feedback to constantly improve our guides and provide you with the best possible service.***

Based on past experience this survey will take 10 minutes. Should you have any questions please don't hesitate to contact Blake Marsocci on 1 (866) 213-2474 or at info@okeechobeebassfishingguide.com. **Be assured that all answers you provide will be kept in the strictest confidentiality.** If you don't feel like answering a question just skip it, we always love to hear some of those great stories in the comments/experiences section because you smiling telling a good fish story is what it's all about.

By completing the survey you will automatically be entered into a random quarterly drawing for a Free Lake Okeechobee fishing trip, find out more details below.

- Every client who submits a survey with a mailing address will be eligible to win a 4 hour, 2 person, Lake Okeechobee fishing trip. Live bait and fishing licenses are **NOT** included and must be purchased separately. There will be one winner in each quarter, drawings will take place in March, June, September, and December

Once you have completed the survey please mail it back to Fast Break Bait and Tackle Guide Service in the prepaid envelope at your earliest convenience.

**Fast Break Bait and Tackle
1505 State RD 78 West
Okeechobee, FL 34974**

1. Who was your guide and what was the date of your trip?

Guides name

Trip date

2. How would you rate your guides equipment?

Outdated, not working properly

Worked sometimes/didn't work sometimes

Average

Good, everything worked

Great, above and beyond what you expected

What needs improvement?

3. How would you describe your guide? Was he friendly, knowledgeable, etc. or was he not friendly, not knowledgeable, etc.

4. How many fish did you catch?

0

1 - 5

6 - 10

11 - 15

16 - 20

21 - 25

26 - 30

31+

5. How likely is it that you would recommend your guide to a friend or colleague?

Not going to happen

Not Likely

Somewhat Likely

Likely

Extremely Likely

Please explain why.

6. How likely is it that you would recommend Fast Break Bait and Tackle Guide Service to a friend or colleague?

Not at all likely

Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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7. Overall, are you satisfied with your guide trip, dissatisfied with your guide trip, or neither satisfied nor dissatisfied?

Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How fast was the response to your initial inquiry?

Never got a response	Contacted after 48 hours	Contacted within 24 - 48 hours	Contacted within 24 hours	Contacted right away
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How did you contact us? Via phone, email, walk-in, etc.

9. What are things your guide and Fast Break Bait and Tackle Guide Service could improve on?

Guide

Fast Break Bait and Tackle Guide Service

10. Please provide us with your contact information

Name

Address

City/Town

State/Province

ZIP/Postal Code

Email Address

Phone Number

11. Please share any additional comments or experiences about your guide trip.

Thank you for providing your feedback, as a valued customer we appreciate the time you have taken and will actively use it to improve our services to you.

Best,
Captain Blake Marsocci

Fast Break Bait and Tackle Guide Service
1 (866) 213-2474
info@okeechobeebassfishingguide.com