



UNITED STATES DEPARTMENT OF THE INTERIOR

U.S. Fish & Wildlife Service

CONCESSION MANAGEMENT INSPECTION CHECKLIST

Refuge: _____ Date: _____

Name of Concession: _____ Contract #: _____

Last Inspection Date: _____ Exp. Date: _____

I. MAINTENANCE

A. <u>Buildings</u>	Remarks	Yes	No
1. Buildings maintained in a neat, orderly manner			
2. Condition of the paint acceptable			
3. Trash disposal facilities adequate			
4. Trash picked up, floors swept, and area kept dust free			
5. Restrooms clean and odor-free			
6. Necessary supplies present			
7. General appearance acceptable			
8. Water supply adequate			
9. Sewage disposal adequate			
B. <u>Grounds</u>	Remarks	Yes	No
1. Grounds clean			
2. Trash receptacles available and emptied regularly			

4. Shrubs trimmed			
5. General appearance satisfactory			
C. <u>Parking Areas and Roads</u>	Remarks	Yes	No
1. Parking areas identified			
2. Ample parking space available			
3. Parking lots clean and well managed			
4. Parking markers maintained			
5. Roads maintained			
D. <u>Docks and Boat Ramps</u>	Remarks	Yes	No
1. Existing docks and ramps adequate			
2. Maintained and safe			
3. Appearance OK			
4. Private boat launch and care			
E. <u>Boats and Motors Rental</u>	Remarks	Yes	No
1. Supply of boats and motors adequate			
2. Boats and motors maintained properly			
3. Meet safety requirements			
4. Properly licensed			
5. Rates reasonable and approved			
6. All items provided to the public are properly equipped with safety items (Life jacket, fire extinguisher, etc.)			

7. Adequate orientation or instruction is furnished to public on rental items			
F. <u>Signs</u>	Remarks	Yes	No
1. Is FWS properly identified on signs?			
2. Adequate number and kinds of signs			
3. Signs maintained properly			

II. SERVICES

A. <u>Merchandise</u>	Remarks	Yes	No
1. Variety and quality of merchandise			
2. Properly displayed			
3. Stock adequate			
4. Prices conform to schedule			
5. Food services provided			
6. Food sanitation satisfactory			
B. <u>Guides</u>	Remarks	Yes	No
1. Sufficient guides available			
2. Properly trained in operation and the area			
3. Attitude to visitors OK			
4. Appearance satisfactory			
5. Understand the role of concession			
6. Results (fishing, wildlife viewing) OK			

7. Guide rates reasonable			
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III. VISITOR MANAGEMENT

<u>A. Attitude Towards Visitors</u>	Remarks	Yes	No
1. Visitors made welcome?			
2. Treated courteously?			
3. Visitors favorably impressed?			
4. Visitors needs attended to properly?			
5. Concessionaire and employee attitude towards visitors OK?			
6. Improvement needed?			
<u>B. Tours</u>	Remarks	Yes	No
1. Are guided tours available?			
2. Are these conducted on a professional level?			
3. Is factual information on the area presented?			
4. Is FWS properly credited?			
5. Guides informed of responsibilities?			
6. Are people satisfied with tour?			
7. Rates reasonable?			

IV. ADMINISTRATION AND MANAGEMENT

<u>A. Fiscal</u>	Remarks	Yes	No
1. Does the concessionaire maintain ample records?			

2. Inspections and audits performed?			
3. Are payments and financial statements up to date?			
4. Is the operation accounting for sales and bookkeeping carried out in a manner that ensures the Government's interest is protected?			
<u>B. Contract Compliance</u>	Remarks	Yes	No
1. Does the concessionaire understand the contract terms?			
2. Is the concessionaire cooperative?			
3. Does the concessionaire comply with Executive Order #11246 (non-discrimination)?			
4. Does FWS receive recognition as a cooperator in advertising?			
5. Has Government approved and are goods and services available adequate for volume of operation?			
6. Are plans for additions to facilities approved by Regional Office?			
7. Does the concessionaire rectify deficiencies pointed out in routine scheduled inspections?			
8. Are 4 yearly educational clinics performed?			
<u>C. Employee Management</u>	Remarks	Yes	No
1. Does the concessionaire have employee problems? (List)			
2. Does the concessionaire have a positive employee management program?			
3. Does the concessionaire recruit high quality employees?			

V. INTERPRETIVE TOURS

<u>A. Tram Guide #1</u>	Remarks	Yes	No
1. Respectable appearance?			

2. Orientation to visitors about trip?			
3. Proper verbal acknowledgment of Refuge coop?			
4. Content of interpretive program?			
5. Overall tour comments?			
<u>B. Tram Guide #2</u>	Remarks	Yes	No
1. Respectable appearance?			
2. Orientation to visitors about trip?			
3. Proper verbal acknowledgment of Refuge coop?			
4. Content of interpretive program?			
5. Overall tour comments			
<u>C. Guided Canoe/Kayak Tour Guide #1</u>	Remarks	Yes	No
1. Respectable appearance?			
2. Orientation to visitors about trip?			
3. Proper verbal acknowledgment of Refuge coop?			
4. Content of interpretive program?			
5. Overall tour comments?			
<u>D. Guided Canoe/Kayak Tour Guide #2</u>	Remarks	Yes	No
1. Respectable appearance?			
2. Orientation to visitors about trip?			
3. Proper verbal acknowledgment of Refuge coop?			

4. Content of interpretive program?			
5. Overall tour comments?			
<u>E. Bird Tour Guide #1</u>	Remarks	Yes	No
1. Respectable appearance?			
2. Orientation to visitors about trip?			
3. Proper verbal acknowledgment of Refuge coop?			
4. Content of interpretive program?			
5. Overall tour comments?			
<u>F. Bird Tour Guide #2</u>	Remarks	Yes	No
1. Respectable appearance?			
2. Orientation to visitors about trip?			
3. Proper verbal acknowledgment of Refuge coop?			
4. Content of interpretive program?			
5. Overall tour comments?			
<u>G. Paddle with Naturalist Trip Guide #1</u>	Remarks	Yes	No
1. Respectable appearance?			
2. Orientation to visitors about trip?			
3. Proper verbal acknowledgment of Refuge coop?			
4. Content of interpretive program?			
5. Overall tour comments?			

<u>H. Guided Fishing Trip Guide #1</u>	Remarks	Yes	No
1. Respectable appearance?			
2. Orientation to visitors about trip?			
3. Proper verbal acknowledgment of Refuge coop?			
4. Content of interpretive program?			
5. Overall tour comments?			
<u>I. Guided Fishing Trip Guide #2</u>	Remarks	Yes	No
1. Respectable appearance?			
2. Orientation to visitors about trip?			
3. Proper verbal acknowledgment of Refuge coop?			
4. Content of interpretive program?			
5. Overall tour comments?			

Remarks:
NOTE SECTION



Section I:

Section II:

Section III:

Section IV:

Additional Comments:

FWS Representative: _____

Signature

Date

Concessionaire: _____

Signature

Date

Note: This concession management checklist is to be used to document regular inspections of refuge concessions by FWS personnel. Upon completion of an inspection, the FWS employee and concessionaire will sign to acknowledge the inspection. The concessionaire should receive a copy, and, when appropriate to document adverse conditions, a copy is to be supplied to the Regional Office.