

Feedback Form

On a scale of 1-10 (1=low, 5=average, 10=high), how would you score My Big Event in the following areas:

Criteria	Score
1. Value for money	8
2. Timeliness	8
3. Creativity of design	7
4. Customer Service	8
5. Overall experience	8

For the following questions, please provide a brief response:

Question	Response
6. How did you find out about My Big Event (in-store visit, friend/family referral, internet, magazine, other)?	From the shop at Chermside
7. Were there any products/services that you would have liked to see My Big Event sell/offer to complement your big event? If so, what?	I know that you specialise in invitations but it would be great if you had a bigger range of other products and then your customers could buy most of the stuff that they need in the one shop.
8. Did you find the store to be user friendly and easy to find what you were looking for?	It was user friendly but when you have a baby in a pram it is a bit small.
9. Were the staff knowledgeable and helpful?	Yes
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	There could never be enough samples to choose from.
11. Would you recommend My Big Event to anyone else?	Yes
12. How would you sum up your experience with My Big Event?	It made doing the invitations stress free and the help that I received from Chris was great.
13. Do you have any further comments or suggestions?	Only for the shop to be a little bit bigger
14. Are you happy to have the above responses made available to future customers both in-store and on the company website?	Yes

If you answered 'yes' to question 14, please complete the following details as only this information will be displayed to future customers. NB All other personal details remain private and will not be disclosed.

Name (first name only if you prefer)	Katrina
Town/Suburb	Ferny Hills
Event	Wedding
Today's date	19 June 2006