

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	9
2. Timeliness	10 - awesome, they where made so quick.
3. Creativity of design	10 - they understood exactly what i wanted and created it beautifully
4. Customer Service	10
5. Overall experience	10

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)?	in-store visit
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?	no, they had everything i wanted
8. Did you find the store to be user friendly and easy to find what you were looking for?	great display of items. gave me some great ideas for the hens night as well.
9. Were the staff knowledgeable and helpful?	The staff where great, they where very helpful and knowledgeable on the products and timeframes
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	i already knew what i wanted but the display of examples was impressive
11. Would you recommend My Big Event to anyone else?	i already have recommended them to everyone i know.
12. How would you sum up your experience with My Big Event?	It was great to have everything be so simple and taken care of. with the big day coming up i had enough to think about, but i didn't have to worry about a thing with my big event handling the invitations.
13. Do you have any further comments or suggestions?	no
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)	Julie Wilson
Town/Suburb	Rockhampton
Event	Wedding

Today's date	19 june 2006
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