

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
3. Creativity of design	10
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)?	instore visit combined with friend referral
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?	None - everything was terrific!
8. Did you find the store to be user friendly and easy to find what you were looking for?	Absolutely!
9. Were the staff knowledgeable and helpful?	The staff were very knowledgeable and helpful - they provided the perfect combination of helpfulness without being too pushy. Just right! The staff let me browse around for a while so that I did not feel pressured, and could learn a little about what was involved, and then when I was ready to ask questions, they were extremely helpful.
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Yes
11. Would you recommend My Big Event to anyone else?	Definitely - I already have!
12. How would you sum up your experience with My Big Event?	All aspects of my experience with My Big Event were wonderful. All staff were helpful, prompt, creative, caring, and friendly. They provided just the right amount of advice. I felt that they really listened to what I needed. I was quite disorganised and ignorant about the whole process of creating wedding invitations, but they made the task easy! The invitations were fantastic. I was very impressed with the end result, and also by how easy it all was. I will definitely use My Big Event for any future events I have, and I would recommend them to anyone, without a second thought. One of the best aspects of My Big Event is the flexibility of the service - the staff can do as much or as little as you want. You can have the whole process done for you, or you can just buy the materials and do everything yourself. Or, you

	can do what I did, which was somewhere in between. At all times, everyone was courteous, helpful and I felt that they bent over backwards to help me, which was a huge relief to me! It was a very positive experience overall! :-)
13. Do you have any further comments or suggestions?	
14. Are you happy to have the above responses made available to future customers both in-store and on the company website?	Yep!

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)	Kerriane
Town/Suburb	Albion
Event	Wedding
Today's date	19th June