

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	unsure, we didn't shop around. It was more a matter of convenience
2. Timeliness	10
3. Creativity of design	9
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)?	Shopping at Chermside regularly
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?	postcard invitations. Photo on oneseide, invite on the flip side.
8. Did you find the store to be user friendly and easy to find what you were looking for?	Yes
9. Were the staff knowledgeable and helpful?	Yes
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Would have like a greater range of printed papers, Though admittedly you do stock a few.
11. Would you recommend My Big Event to anyone else?	absolutely
12. How would you sum up your experience with My Big Event?	Very positive, tried hard to satisfy my requests.
13. Do you have any further comments or suggestions?	Thankyou for you quick assembly of my invitations
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)	Rose
Town/Suburb	Chermside
Event	Wedding
Today's date	2/7/06