

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	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)?	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?	Nothing...everything I needed was there..Chris has a great selection of wedding stationery and other wedding keepsakes which was handy when you're planning a wedding in a rush!
8. Did you find the store to be user friendly and easy to find what you were looking for?	Yes, everything was great. Easy to find matching stationery.
9. Were the staff knowledgeable and helpful?	Chris was fantastic and helped heaps with the layout and wording of my wedding invite which I did myself.
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Yes, we had more than enough and the extras printed got used in the end so its always a good idea to print more than you need.
11. Would you recommend My Big Event to anyone else?	Most definately. Chris is very helpful and I needed my invites printed within a week so Chris prioritised and got the proofs and final invites turned around within the timeframe required. That was such a relief!
12. How would you sum up your experience with My Big Event?	Fantastic. Chris is a pleasure to work with and the price was reasonable too.
13. Do you have any further comments or suggestions?	Maybe try getting metallic silver in for printing...its looks really impressive.
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)	Mehnaz Deen
Town/Suburb	Richlands
Event	Wedding
Today's date	4/8/06