

## 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	10
3. Creativity of design	9
4. Customer Service	10
5. Overall experience	9

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)?	A friend who saw your shop front 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?	No
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?	Very helpfull
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Could have seen more, however, we were happy with the result
11. Would you recommend My Big Event to anyone else?	Yes
12. How would you sum up your experience with My Big Event?	Fast, effcent and exceeded the required timeline originally set for ourselves.
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)	Allan
Town/Suburb	Bray Park
Event	21st Birthday for our son
Today's date	5.09.2006