

## 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	9
3. Creativity of design	7
4. Customer Service	9
5. Overall experience	8

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)?	Regularly shop at Chermshire and have seen the booth
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 - very comprehensive
8. Did you find the store to be user friendly and easy to find what you were looking for?	Yes - well layed out for a small area
9. Were the staff knowledgeable and helpful?	Chris was excellent.
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?	Yes - Chris was excellent and very efficient!
12. How would you sum up your experience with My Big Event?	Good - I was not looking forward to having to make lots of difficult decisions but Chris made it easier.
13. Do you have any further comments or suggestions?	My Big Event made the job of purchasing my wedding invitation easy. There were so many decisions to be made from the type of font to the overall style of the invitation. Chris was a great help and has extensive knowledge of all facets of preparing wedding invitations. I had shopped around a bit and found My Big Event also offered great value for money. The turnaround time was phenomenal - after giving him my guest list I had invitations back in my hands the next day. Thanks for your excellent customer service!
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)	Aimee
Town/Suburb	Chermshire
Event	Wedding
Today's date	5 September 06