

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	10
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)?	Joe saw the store when visiting Chermiside
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?	Definitely – easy to find what I wanted
9. Were the staff knowledgeable and helpful?	YES
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?	Absolutely – and already have!!
12. How would you sum up your experience with My Big Event?	Positive – the invitations were very professional and so was the level of service
13. Do you have any further comments or suggestions?	We were so happy with the overall result of our invitations and all wedding stationery. Chris and his staff were always helpful and offering their ideas to help us. Everything was completed on time (and before in some cases!!) Have already told people to get their invitations from there, and will continue to do so!!
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)	Lynda
Town/Suburb	Albany Creek
Event	Wedding
Today's date	11/9/06