

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)?	Friend
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?	
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 helpful and knowledgeable
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?	definitely
12. How would you sum up your experience with My Big Event?	prompt, easy and very efficient
13. Do you have any further comments or suggestions?	I would like to thank you Chris for going above and beyond in your customer service and being extremely flexible even when I was very trying (forgetting things etc.) Overall I could not recommend Chris and his team enough when preparing your next special event invitations. I was originally going to be very artistic and do them myself, but after meeting Chris and his team why would I personally go to all that trouble when there was someone there who could do exactly what I wanted in next to no time with very little effort on my behalf. Thanks Chris for making everything so simple.
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)	
Town/Suburb	Burpengary
Event	Wedding
Today's date	17/09/06