

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	9
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)?	We visited the store 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?	Yes, all staff we dealt with were always nice
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Yes, we were able to get some great ideas for presentation and the all important 'wording'
11. Would you recommend My Big Event to anyone else?	Yes
12. How would you sum up your experience with My Big Event?	Have recommended the store to friends who have just announced their engagement. All staff were very helpful particularly Chris who was always more than happy to assist us with any concerns we had.
13. Do you have any further comments or suggestions?	Keep up the good work
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)	Susan
Town/Suburb	Everton Park
Event	Wedding
Today's date	20.09.06