

## 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	7
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)?	In-store visit
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?	An opportunity to see an example of the invitations made-up before ordering, rather than just pictures
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 – very friendly and personal
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?	I already have!
12. How would you sum up your experience with My Big Event?	Excellent, wonderful – the easiest part of my wedding planning... thank you 🍷
13. Do you have any further comments or suggestions?	
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)	Sharon
Town/Suburb	Brisbane
Event	Wedding
Today's date	9 <sup>th</sup> October, 2006