

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	10
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)?	Referral from my aunty that had her invites done through you.
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?	Themed decorations for engagement party might have been nice.
8. Did you find the store to be user friendly and easy to find what you were looking for?	Confusing at first but then got the hang of it and tailor made what we liked.
9. Were the staff knowledgeable and helpful?	Yes
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Not enough..difficult at first. You may need a few more examples to show people.
11. Would you recommend My Big Event to anyone else?	Yes would definately recommend. We have had great compliments on the work you have done.
12. How would you sum up your experience with My Big Event?	Exceptional. Very easy to deal with and very efficient.
13. Do you have any further comments or suggestions?	Great service, keep up the good work. Will always refer friends , family your way.
14. Are you happy to have the above responses made available to future customers both in-store and on the company website?	yes of course

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)	Sara
Town/Suburb	Albion
Event	Engagement
Today's date	9th Oct 2006