

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 | 8 |
| 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)? | A friend told me about the store. |
| 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, they had everything I wanted plus more. |
| 8. Did you find the store to be user friendly and easy to find what you were looking for? | Very easy to find what you need, very well set up. |
| 9. Were the staff knowledgeable and helpful? | Yes, I wasn't exactly sure of what I wanted when I first came to the store but by the time I left I was completely satisfied by what I had chosen and the how easy it was. |
| 10. Were there enough sample invitations/printed stationery to make the decision making process easier? | Yes, plenty. |
| 11. Would you recommend My Big Event to anyone else? | Definitely, I have already told a few people all about the business. |
| 12. How would you sum up your experience with My Big Event? | Excellent overall. No hold ups, no mistakes, everything was done efficiently and professionally. |
| 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.

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|--------------------------------------|---------------------------------|
| Name (first name only if you prefer) | Lisa |
| Town/Suburb | Taigum |
| Event | Event 21 st birthday |
| Today's date | 10/10/06 |