

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	7
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)?	Visited in 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?	More variety of balloons
8. Did you find the store to be user friendly and easy to find what you were looking for?	Yes, the staff were very helpful
9. Were the staff knowledgeable and helpful?	yes, the staff helped me find everything i needed
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Yes, it was easy
11. Would you recommend My Big Event to anyone else?	Of course
12. How would you sum up your experience with My Big Event?	I was so thankful to find a place that would do everything for me, it was so easy and made my birthday so much more exciting
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)	nicki
Town/Suburb	Shorncliffe
Event	18th
Today's date	10/10/06