

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	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)?	Family referral
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, everything was great.
9. Were the staff knowledgeable and helpful?	Yes, the customer service was outstanding. Especially from Chris, nothing was too difficult.
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Yes, there was ample to get a feel for what I was looking for.
11. Would you recommend My Big Event to anyone else?	Yes, definitely.
12. How would you sum up your experience with My Big Event?	Everything was great. My Big event was very reliable, doing what they said they would do in a short time frame and to an excellent standard. Thank you.
13. Do you have any further comments or suggestions?	No.
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)	Lisa Clark
Town/Suburb	Bracken Ridge
Event	Wedding
Today's date	16/10/2006