

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	5
2. Timeliness	9
3. Creativity of design	9
4. Customer Service	9
5. Overall experience	9

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)?	I often passed the kiosk during my visits to Westfield Chermside
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?	In my experience I found all the products/services to be adequate for my events needs
8. Did you find the store to be user friendly and easy to find what you were looking for?	The kiosk is very visually appealing, the kiosk setup can become cramped but other than that, the store is very nice
9. Were the staff knowledgeable and helpful?	Yes, the staff were very helpful in organising my invitations, very speedy and creative (thanks for the font!)
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Yes, I found it very easy to make my decisions. The invitations on display provided much inspiration
11. Would you recommend My Big Event to anyone else?	Absoutley! It made the invitation side of the event very hassle free
12. How would you sum up your experience with My Big Event?	Quick and creative
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)	
Town/Suburb	
Event	
Today's date	

