

## 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	9
3. Creativity of design	6
4. Customer Service	8
5. Overall experience	7.5

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)?	Wandering through Chermside's new section.
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?	We went in for the sole reason to get 'thank you' cards done – so this is a bit hard to comment on.
8. Did you find the store to be user friendly and easy to find what you were looking for?	Yes
9. Were the staff knowledgeable and helpful?	mostly
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	yes
11. Would you recommend My Big Event to anyone else?	definatly
12. How would you sum up your experience with My Big Event?	Easy – hassle free.
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?	No problems

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)	Celise Phelan
Town/Suburb	Mitchelton
Event	Wedding 'thank you' cards
Today's date	24/01/07