

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	9
2. Timeliness	9
3. Creativity of design	8
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)?	in store visit
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?	-
8. Did you find the store to be user friendly and easy to find what you were looking for?	yes, everything was easily accessible
9. Were the staff knowledgeable and helpful?	yes, they knew what was happening with my order all the time.
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	yes, the display was very helpful as well as the internet.
11. Would you recommend My Big Event to anyone else?	I already have
12. How would you sum up your experience with My Big Event?	Fantastic and one less worry with organising a wedding
13. Do you have any further comments or suggestions?	The staff were very helpful and patient with emailing me samples and drafts, even when I kept on changing my mind!
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)	Tania
Town/Suburb	Woody Point
Event	Wedding
Today's date	24-01-07