

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	6
2. Timeliness	8
3. Creativity of design	9
4. Customer Service	10
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?	Not really, everything I needed was available
8. Did you find the store to be user friendly and easy to find what you were looking for?	Very user friendly, the book that showed all the examples of invitations was very helpful
9. Were the staff knowledgeable and helpful?	Chris was extremely helpful.
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?	Yes
12. How would you sum up your experience with My Big Event?	Great, with the help of Chris it was very simple to select what we required.
13. Do you have any further comments or suggestions?	The service was great from the time the order was placed to the time we picked up the invitations. We were very surprised to see that within a very short time all the invitations had been made for us.
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)	Melissa
Town/Suburb	Mount Samson
Event	Wedding
Today's date	24/1/07