

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	8
2. Timeliness	10
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)?	A pamphlet from a friend
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
9. Were the staff knowledgeable and helpful?	Amazing staff, when I came to MyBigEvent I felt overwhelmed with all the choices and didn't know where to start. Immediately after our arrival, a girl helped us and provided amazing service. Chris was so helpful and so patient with all changes - there were times when I felt like Bridezilla asking him for yet another change, but he was willing to keep helping me until I got the result I wanted...and I did (stoked).
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?	Fantastic...expensive but worth the money
13. Do you have any further comments or suggestions?	No - first class
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)	Mia Evans
Town/Suburb	Paddington
Event	Wedding

Today's Date	13/06/06
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