



## CUSTOMER 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	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)?	Bridal Magazine.
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. They had everything I needed.
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?	Yes – nothing was too much trouble for Chris.
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?	Very pleasant.
13. Do you have any further comments or suggestions?	What could have been a stressful process was made very easy.
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)	Lauren
Town/Suburb	Corinda
Event	Wedding
Today's date	11/01/08