



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	10
2. Timeliness	10
3. Creativity of design	10
4. Customer Service	10
5. Overall experience	10

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 and research online
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?	N/A
8. Did you find the store to be user friendly and easy to find what you were looking for?	I didn't know what I was looking for but staff were very helpful
9. Were the staff knowledgeable and helpful?	Yes
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Yep
11. Would you recommend My Big Event to anyone else?	Definitely – and have done so
12. How would you sum up your experience with My Big Event?	Easy and stress/hassle free
13. Do you have any further comments or suggestions?	Great experience, will use again
14. Are you happy to have the above responses made available to future customers both in-store and on the company website?	Of course

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)	Chantal
Town/Suburb	Chermside
Event	Wedding
Today's date	11/02/08