



## 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	Our design
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 to carindale store
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?	Nil
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 and if not they contacted someone who could answer our questions
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 definitely
12. How would you sum up your experience with My Big Event?	Chris and the My Big Event team did a fantastic job with our wedding invitations provided a fast, efficient, friendly, meticulous and professional service! The invitations were amazing and were exactly the design we wanted, which could not be done elsewhere. Chris even rang to check minor mistakes with phone numbers and found the information required on the net! This is true customer service and attention to detail that we wanted for our wedding.
13. Do you have any further comments or suggestions?	Keep up the great work!
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)	Sharen
Town/Suburb	Coorparoo
Event	Wedding
Today's date	7 <sup>th</sup> April 2008