



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	8
2. Timeliness	10+
3. Creativity of design	8
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)?	A mixture of googling and then speaking with a friend of a friend who had used this company
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?	Nothing I can think of – perhaps more options for bombonierre's etc
8. Did you find the store to be user friendly and easy to find what you were looking for?	It would be good to have a bigger store, as it can be a little crowded, but overall, I got everything done that needed to be done
9. Were the staff knowledgeable and helpful?	Staff were very helpful and suggested ways to make the process cheaper
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Would be good to see more sample invitations
11. Would you recommend My Big Event to anyone else?	Absolutely. 100%
12. How would you sum up your experience with My Big Event?	I was blown away by the speed at which everything was done, initially I had delayed forwarding all my guest contact details for the invitations etc, once I had provided these, I received the invitations with everything done 3 days later... all I had to do was seal the envelopes and put a stamp on. I am very happy I decided to pay for the complete production of the invitation from start to finish.
13. Do you have any further comments or suggestions?	Can't think of any
14. Are you happy to have the above responses made available to future customers both in-store and on the company website?	Sure

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)	Kacey-anne
Town/Suburb	Chermside
Event	Wedding
Today's date	8 th April 2008