



## 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 | 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)?                         | Family referral  |
| 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, everything we needed was on hand or was ordered in for us. |
| 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, very much so.   |
| 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?   | Brilliant, would recommend to everyone.                        |
| 13. Do you have any further comments or suggestions?  | None, everything was perfect.                                  |
| 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) | Diane    |
| Town/Suburb                          | Hendra   |
| Event                                | Wedding  |
| Today's date                         | 15/04/08 |