

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	11
5. Overall experience	11

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)?	Walking through Chermside Shopping Centre and then eventually at the Bridal Expo in April 2006 at the Convention Centre.
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?	Wedding Styles Postage Stamps – these are available through Australia Post, but to have them in your store, would make it so everything needed, can be obtained through your store.
8. Did you find the store to be user friendly and easy to find what you were looking for?	You have a large range of stock, however, due to the size of your outlet we found it sometimes a bit squishy if there were a few people there. But other than that you have a great range.
9. Were the staff knowledgeable and helpful?	Yes, very helpful and friendly.
10. Were there enough sample invitations/printed stationery to make the decision making process easier?	Yes, but again if you had a larger outlet/store you would be able to display them all together in the one spot making it a little easier to compare the different styles/fonts etc.
11. Would you recommend My Big Event to anyone else?	Definitely.
12. How would you sum up your experience with My Big Event?	Your knowledge, suggestions and friendliness gave us the confidence that this aspect of our wedding preparation was in good hands and ultimately took a lot of pressure of in other areas of arranging our wedding. We were particularly impressed with your timeliness, especially as we are arranging a long distance wedding. Excellent!
13. Do you have any further comments or suggestions?	Only as above, larger premises/store would allow you to display your excellent work and give it the justice it deserves. The only other suggestion would be to possibly provide some sort of nice but simple box for invitations/orders or service etc upon completion just so they aren't bent or damaged. (eg. we are not sending our invitations immediately as we need to insert other information (ie. gift register cards and accommodation information) therefore we need to store them at home for another week or two and also sort through them for dispatch at different times).

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)	Michelle Lee Long and Chris Zeilinga
Town/Suburb	Taigum QLD
Event	Wedding in FNQ
Today's date	16 June 2006