

Customer Satisfaction Survey



Customer Name:	Caravallah
Event Date:	Sat. May 24, 2014
Event Type:	Wedding

Please assist us in improving the quality of our service by completing the following survey:

- | | | | | | |
|--|--|--------------------------------|-------------------------------|--------------------------------|--------------------------------------|
| Information on our web site | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Quality of Customer Service via telephone/email/text: | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Quality of the initial Meet & Greet/Presentation | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Planning Assistance | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Performer's attire at the event | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Skill level of the Master of Ceremonies | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Introduction of the Wedding Party | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Portrayal of your Love Story | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input checked="" type="radio"/> N/A |
| Equipment Set-Up/Appearance | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Sound system quality | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Selection of music | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Overall volume levels | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Lighting and effects | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| How does our cost compare to other entertainment services | <input type="radio"/> Higher | <input type="radio"/> Slightly | <input type="radio"/> Average | <input type="radio"/> Lower | <input checked="" type="radio"/> N/A |
| Entertainment cost in proportion to the quality of service | <input checked="" type="radio"/> Way More | <input type="radio"/> Worth It | <input type="radio"/> Average | <input type="radio"/> Too Much | <input type="radio"/> N/A |
| Overall Performance Level | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |

What was your favorite memory at your event?
 Matt showing us how to do the wobble. Thanks so much, you were both great!

Is there anything we could have done different?
 No!

Additional comments or suggestions.
 Thanks for helping me add things along the way, i.e. Toast for Tim, the Red sock thing. Thanks for the great pictures. I love the one with the socks, but even more the picture of Jessica and her cousin, they are 3 months apart in age and were very close. You're the best!

- | | | |
|---|--------------------------------------|--------------------------|
| Would you recommend our service to others? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| May we add your name to our list of references? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| May your comments be shared with others? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |