

# Customer Satisfaction Survey



Customer Name:	Danielle
Event Date:	Aug. 8 , 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 checked="" type="radio"/> Excellent | <input type="radio"/> Good     | <input type="radio"/> Average | <input type="radio"/> Poor     | <input 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?  
 Seeing everyone out on the dance floor including my grandpa gettin down to the hip hop music with all of the younger generation! Everyone had a great time!

Is there anything we could have done different?

Additional comments or suggestions.  
 We received several comments "that the music selection was awesome and that there wasn't one bad song played". Hearing this made it all worth it as it was my goal for the night!

- Would you recommend our service to others?  Yes  No
- May we add your name to our list of references?  Yes  No
- May your comments be shared with others?  Yes  No