

Customer Satisfaction Survey



Customer Name:	Kilpatrick
Event Date:	Sat. Mar 29, 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 checked="" 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?

Is there anything we could have done different?

Additional comments or suggestions.

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|---|--------------------------------------|--------------------------|
| 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 |