

Customer Satisfaction Survey



Customer Name:	John & Jessica Jansen
Event Date:	2009/09/12
Event Type:	Wedding Reception

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

- | | | | | | |
|--|--|----------------------------|-------------------------------|----------------------------|--------------------------------------|
| Information on our web site | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input checked="" type="radio"/> N/A |
| Quality of Customer Service via Telephone: | <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 in person or event | <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 | <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 quality | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |
| Music Selection | <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 |
| Overall Performance Rating | <input checked="" type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> Average | <input type="radio"/> Poor | <input type="radio"/> N/A |

What areas can we improve upon?

Additional comments or suggestions.

I did not really get a chance to review your web site, hence the N/A.

I really enjoyed having Matt as a DJ for the wedding. What really surprised me was that Matt was more than just music, he basically tied everything together (cake cutting, photographer, etc...). The meeting before to plan everything out was very helpful too. With everything going on before a wedding, it's nice to know someone's looking over things. Overall, a great addition to our wedding!

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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 |