

Customer Satisfaction Survey



Customer Name:

Event Date:

Event Type:

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 checked="" type="radio"/> Higher | <input type="radio"/> Slightly | <input type="radio"/> Average | <input type="radio"/> Lower | <input 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?

Our first dance song was amazing. Our friends nailed it with the guitar, vocals and harmonica, the sound and lighting were perfect and I knew it was the beginning of a long and fun night of dancing.

Is there anything we could have done different?

No way! Perfect. We received SO many compliments about your services!

Additional comments or suggestions.

Matt did an amazing job keeping our event flowing smoothly with just the right mix of professionalism and personality. The meetings we had via Skype prior to our wedding and the online planning tools helped us immensely with getting organized and

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