

# Customer Satisfaction Survey



Customer Name:	Gandolfo
Event Date:	Sat. June 7, 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 type="radio"/> Excellent	<input checked="" 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 checked="" 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?

The love story was really awesome. I thought it was the perfect segue into our first dance. In general, I loved how people were always on the dance floor, but those who weren't were very comfortable talking with the noise level. Definitely one of the best moments though was when Matt was such a good sport and played the MSU fight song for us :) Go Green!

Is there anything we could have done different?

No, everything was amazing. Something you should keep doing though, which I really appreciated, was finding me whenever I was nearby to ask how I'm doing throughout the night. That meant so so much to me.

Additional comments or suggestions.

Your company is amazing. I was so satisfied with the service. The warmth and professionalism you demonstrated throughout the night really put me at ease. Thank you!

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