

Customer Satisfaction Survey



Customer Name:	Hubbard
Event Date:	6/25/2011
Event Type:	Private Party

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: | <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? There is no improvement needed

Additional comments or suggestions. Matt did an excellent job for our graduation party, as he always does. I would highly recommend him to anyone.

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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 |