

T2 Music Productions  
8557 Saddlewood Cir.  
Brighton, MI 48116  
Phone: 517-937-5171  
www.t2music.com

## Customer Satisfaction Survey



Customer Name:	Erick & Donna Nelson
Event Date:	2009/09/19
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 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 really no improvement needed but there were some times when I would have liked the sound level to be lower but other than that it sounded amazing.

The lighting was great but I don't think that you need the smoke. The lighting and the sound were more than enough.

Additional comments or suggestions.

Matt you were awesome. Everything ran so smoothly and you were more than helpful with everything else. You were willing to accommodate us and our guest with any request that we had and that was greatly appreciated. We are so glad that you were there to MC our event and we'll be passing your name on to everyone we know.

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