

ruby entertainment wedding feedback form

Dear Gloria & Nick,

Thank you for entrusting me with the important task of providing the entertainment at your recent wedding reception. I hope the celebration was everything you envisioned and hoped for. It was an honour for me to play such an important role on your special day.

Now I want to know how I did! Your feedback is especially important to me. It allows me to take any and all criticism, and use it to hone my skills and improve my performance for future events. Secondly, with your permission, I would like to show your completed feedback form to future potential clients to help them make their own educated decision about hiring ruby entertainment for their wedding reception.

I would appreciate if you could take a few minutes and answer the questionnaire below and mail it back to me in the postage paid envelope provided.

thank you,
best regards,


Donny Lovering
ruby entertainment

Client's Name: Gloria Begin-Higgins & Nick Begin

Wedding Date: September 4th, 2010

Reception Venue: Liuna Gardens

General Overall Impression (please circle your response)

Did I present myself in a professional and appropriate manner?

Yes / No / Somewhat / *Any Comments* Always

Was I respectful of the needs and desires of yourself and your guests?

Yes / No / Somewhat / *Any Comments* Absolutely

Was I dressed and groomed appropriately?

Yes / No / Somewhat / *Any Comments* _____

How did you find my microphone skills?

Excellent / Good / Poor / *Any Comments* _____

What did you think of my music selection and mixing skills?

Excellent / Good / Poor / *Any Comments* _____

Were your requests and special songs played?

Yes / Most of them / Not too many of them / No

How did my equipment sound?

Excellent / Good / Poor / *Any Comments* _____

How was the volume of the music and clarity of the speeches? (if our mic was used)

Excellent / Good / Poor / *Any Comments* _____

If lighting was used at your reception...what did you think of it?
 Excellent / Good / Poor / *Any Comments* Fantastic

Was my sound equipment and dj area presentable, neat, tidy and clean?
 Yes / No / Somewhat / *Any Comments* _____

Do you feel I kept the reception flowing in a timely manner? ie special dances, grand entrance, bouquet and garter, cake cutting etc
 Yes / No / Somewhat / *Any Comments* Excellent

Do you feel I made a positive difference in overall outcome of your wedding reception?
 Yes / No / Somewhat / *Any Comments* _____

Customer Service (please circle your response)

Did I return your emails and voice mails in a timely manner?
 Yes / No / Somewhat / *Any Comments* _____

Do you feel our meetings to plan your reception entertainment were productive, necessary, and held in a timely manner?
 Yes / No / Somewhat / *Any Comments* _____

Do you feel I listened to your needs and truly cared about the outcome of your reception?
 Yes / No / Somewhat / *Any Comments* _____

Do you feel I delivered what I promised at our initial meeting?
 Yes / No / Somewhat / *Any Comments* _____

Was I helpful in the planning of your entertainment needs for the wedding reception?
 Yes / No / Somewhat / *Any Comments* _____

Overall customer service?
 Excellent / Good / Poor / *Any Comments* _____

Would you recommend my service to family and friends with complete confidence?
 Yes / No

Any last words...
Music is so important for any event. You just put the icing on the cake so to say. The timing, atmosphere and selection was perfect. Nick + I and all of our guests had the time of our lives. Thank you so much

May I show your completed feedback form to future potential clients?
 Yes / No

PS...any pictures of you on your wedding day would be appreciated!

Love
Gloria
+ Nick