

ruby entertainment wedding feedback form

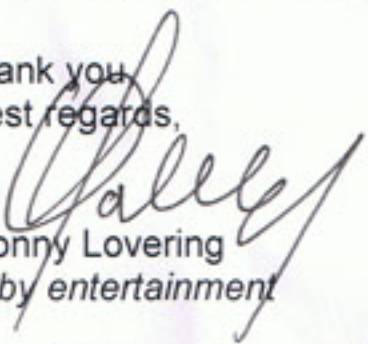
Dear Melissa & Brad,

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: Melissa & Brad Bellingham

Wedding Date: August 14th, 2010

Reception Venue: Westfield Pioneer Village

General Overall Impression (please circle your response)

Did I present myself in a professional and appropriate manner?

Yes / No / Somewhat / *Any Comments* Everything looked great - very professional

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

Yes / No / Somewhat / *Any Comments* _____

Was I dressed and groomed appropriately?

Yes / No / Somewhat / *Any Comments* _____

How did you find my microphone skills?

Excellent / Good / Poor / *Any Comments* You did a great job of organizing everyone, and getting guests involved!

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

Excellent / Good / Poor / *Any Comments* Everyone loved it - evidenced by no moments in which the dance floor was empty - we had everyone dancing!

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* Both were excellent, some of the older family members appreciated that they were still able to have conversations while the rest of us were on the dance floor

If lighting was used at your reception...what did you think of it?

Excellent / Good / Poor / *Any Comments* It even showed up in the pictures adding sparkles everywhere!

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* _____

Do you feel I made a positive difference in overall outcome of your wedding reception?

Yes / No / Somewhat / *Any Comments* You kept everything fun! We especially love how hard you made Brad work for the garter toss - we have it on tape and its hilarious!

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* I appreciated the help with choosing all the songs.

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

Absolutely!

Any last words...

Thanks so much for helping make of wedding reception such a memorable one. We got lots of comments about how much fun everyone had. Thanks again!

xoxo Melissa + Brad.

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!