

ruby entertainment wedding feedback form

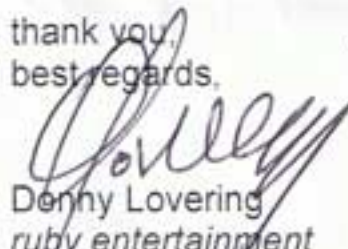
Dear Tabitha & Ryan,

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,


Denny Lovering
ruby entertainment

Client's Name: Tabitha Dinola & Ryan Beswick

Wedding Date: May 21st, 2011

Reception Venue: Petoffi Hungarian Hall (Brantford)

General Overall Impression (please circle your response)

Did I present myself in a professional and appropriate manner?

Yes / No / Somewhat / *Any Comments* YOU MIKED US WITH THE REST.

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* _____

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

Excellent / Good / Poor / *Any Comments* GREAT MIX EVERYONE WAS HAPPY.

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* LIGHTING WAS AWESOME.

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* GARTER + BOUQUET DANCES WERE FUN AWESOME JOB ON MOTHER/SON DANCE,

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

Yes / No / Somewhat / *Any Comments* LOTS OF POSITIVE COMMENTS FROM GUEST AS WELL AS US ON YOUR PERFORMANCE.

Customer Service (please circle your response)

Did I return your emails and voice mails in a timely manner?

Yes / No / Somewhat / *Any Comments* WE WERE IN CONSTANT COMMUNICATION EVEN AT LAST MINUTE

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* THE OUT COME COULDN'T GET ANY BETTER.

Do you feel I delivered what I promised at our initial meeting?

Yes / No / Somewhat / *Any Comments* YOU WERE THE BEST INVESTMENT AT THE WEDDING.

Was I helpful in the planning of your entertainment needs for the wedding reception?

Yes / No / Somewhat / *Any Comments* YOU BASICALLY HELPED IN THE PLANNING AND GAVE LOTS OF USEFUL ADVICE.

Overall customer service?

Excellent / Good / Poor / *Any Comments* _____

What best describes the overall value of what I offer as an entertainment company?

Less than you expected / Exactly what you expected / More than you expected / Way more than you expected THE OVERALL ATMOSPHERE AT THE RECEPTION WAS AWESOME I WOULDN'T CHANGE A THING.

Would you recommend my service to family and friends with complete confidence?

Yes / No

Any last words...

I WOULD DEFINITELY RECOMMEND YOUR SERVICES TO EVERYONE + ANYONE AS WE TOLD YOU MY BROTHER IS ALREADY THINKING OF YOU FOR HIS WEDDING NEXT YEAR. WE WERE THRILLED WITH YOUR PERFORMANCE AND HAD AN AWESOME TIME LOOK FORWARD TO SEEING YOU IN THE FUTURE.

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!