

**ruby entertainment wedding feedback form**

Dear Tara & Matt,

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: Tara & Matt Bowler

Wedding Date: October 1<sup>st</sup>, 2010

Reception Venue: Maplewood of Ancaster

**General Overall Impression (please circle your response)**

Did I present myself in a professional and appropriate manner?  
 Yes / No / Somewhat / \*Any Comments\* \_\_\_\_\_

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\* \_\_\_\_\_

Were your requests and special songs played?  
 Yes / Most of them / Not too many of them / No  
*With great care Donnie spent requests and special pieces prior to our wedding - reviewing songs*

How did my equipment sound?  
 Excellent / Good / Poor / \*Any Comments\* \_\_\_\_\_  
*all of which were played flawlessly.*

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\* \_\_\_\_\_

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\* \_\_\_\_\_

**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...

Quality of music was of gigantic importance to us while we planned our wedding and Donny's aptitude in music and DJ'ing exceeded our expectations entirely. His professionalism and kindness are second to none. After our stag and doe, our guests repeatedly and with much enthusiasm sang Donnie's praises. We danced all night long and this was repeated again on the packed dance floor on our wedding night.

May I show your completed feedback form to future potential clients?

Yes / No

Thank You to Donnie and Karaoke Klostet for two incredibly memorable nights!

Tara + Matt Bowler