

ruby entertainment wedding feedback form

Dear Stephanie & Jay,

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
Donny Lovering
ruby entertainment

Client's Name: Stephanie & Jay Clark

Wedding Date: July 24th, 2010

Reception Venue: Hamilton Convention Centre

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* Both you & your assistant were dressed well

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* Our wedding guests danced until the early AM!

Were your requests and special songs played?

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

How did my equipment sound?

Excellent / Good / Poor / *Any Comments* Great sound

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

Excellent / Good / Poor / *Any Comments* Everyone was well heard through out the room

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* Kept the crowd involved with what was happening

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

Yes / No / Somewhat / *Any Comments* The music was so important to us & we had so much fun dancing with our guests

Customer Service (please circle your response)

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

Yes / No / Somewhat / *Any Comments* always promptly

Do you feel our meetings to plan your reception entertainment were productive, necessary, and held in a timely manner?

Yes / No / Somewhat / *Any Comments* They were very informative & helped me think of things I hadn't thought of prior

Do you feel I listened to your needs and truly cared about the outcome of your reception?

Yes / No / Somewhat / *Any Comments* Very helpful with helping us make sure everyone would have a great time.

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...

I can't wait for our next event so we can hire you again!
We had such a great time and had so many compliments on the music from our guests!

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

Yes / No