

ruby entertainment wedding feedback form

Dear Evelina & Mike,

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.

thank you,
respectfully,

Donny Lovering
ruby entertainment

Client's Name: Evelina & Mike Fortuna

Wedding Date: August 4th, 2012

Reception Venue: Waterside Inn

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

- We expected the absolute best, and that is exactly what we got!

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* _____

Rate Vocal Styling:

Radio Quality / Polished / Upbeat / Average / Unintelligible / Irritating

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* _____

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* _____

Your contribution was especially evident after attending another wedding recently. Without being too critical of the other DJ, your professionalism and preparation were key elements in your standing out above other DJs.

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...

When we first selected you, we did so because you are a friend of ours and came highly recommended to us by other friends. Our decision was one of the best decisions we made regarding our wedding.

Our meetings were incredibly productive and put us at ease that the wedding would run smoothly.

You took the time and effort to ensure you knew to properly pronounce names, and that meant a lot to Evelina and I.

We are honoured that you were able to provide us with top quality entertainment for our wedding and also very proud to be able to call you a friend!

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! (email would be fine

rubyentertainment@hotmail.com)