

ruby entertainment wedding feedback form

Dear Erin & Ken,

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: Erin & Ken McCormick

Wedding Date: May 12 - 2012

Reception Venue: Beverly Golf & Country Club

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**

General Overall Impression (please circle your response)

Did I present myself in a professional and appropriate manner?

Yes / No / Somewhat / *Any Comments* **friendly, professional and very easy to talk to**

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

Yes / No / Somewhat / *Any Comments* **we and our guests were extremely pleased**

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* **all song transitions were smooth and the music was current and popular with the guests**

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* the uplighting made the room look amazing

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* We didn't realize how much there was for you to do, but you completely ran the show and made things simple for us! _____

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* you had a ton of ideas that we wouldn't have come up with on our own

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...

We could not have been happier with anything you did. We really needed someone who could take the lead and run the show smoothly, and that's exactly what you did. ENTERTAINMENT is the perfect word for what you provide. You're not "just a DJ", you are full on entertainment. We were at ease and actually got to relax and enjoy the wedding because we could tell we were in good hands with you. The uplighting was amazing and many of our guests commented on how beautiful the hall looked. The grand entrance was so much fun, and it kept the guests as well as the wedding party laughing! The music was perfect, and the volume was just right. It was great to be all pumped with music while on the dance floor, but still be able to have conversations off the dance floor. We are so grateful for all you did for us! Thank you Ruby Entertainment!

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](mailto:rubbyentertainment@hotmail.com))