

**ruby entertainment wedding feedback form**


Dear Nicole and Glenn,

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: Nicole and Glenn Watt

Wedding Date: June 4th, 2011

Reception Venue: Royal Botanical Gardens, Burlington

**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\* You played all the songs requested... and

**Was I dressed and groomed appropriately?**

Yes / No / Somewhat / \*Any Comments\* You played "One more song"!!  
You looked fly! And DJ Megs too!

**How did you find my microphone skills?**

Excellent / Good / Poor / \*Any Comments\* You really helped to ramp up the party.

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

Excellent / Good / Poor / \*Any Comments\* Never a dull moment.

**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\* You were humming... and you brought in guests

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

Excellent / Good / Poor / \*Any Comments\* I was just talking about your great  
volume level.

**If lighting was used at your reception...what did you think of it?**

Excellent / Good / Poor / \*Any Comments\* Added a nice touch

**Was my sound equipment and dj area presentable, neat, tidy and clean?**

Yes / No / Somewhat / \*Any Comments\* It looked great.



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\* No dull moments

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

Yes / No / Somewhat / \*Any Comments\* Absolutely, no questions.

**Customer Service (please circle your response)**

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

Yes / No / Somewhat / \*Any Comments\* Usually within a few hours! Very prompt.

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

Yes / No / Somewhat / \*Any Comments\* Awesome ideas, and the cheese was a nice touch!

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

Yes / No / Somewhat / \*Any Comments\* You wanted the same party we did.

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

Yes / No / Somewhat / \*Any Comments\* Everything we expected and more.

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

Yes / No / Somewhat / \*Any Comments\* You had great ideas that were recognized by the guests

Overall customer service?

Excellent / Good / Poor / \*Any Comments\* Amazing.

**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

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

Yes / No We can't wait to attend your next party.

Any last words...

Thank you for all your great suggestions to make our night fun and entertaining. We got great feedback from our guests on many aspects you were a part of. You helped turn our wedding into an awesome party and that's exactly what we wanted. When the guests don't want to leave and are shouting, "ONE MORE SONG" you know it's been a good night! THANK YOU SO MUCH!!!

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!

THANK YOU!  
GLENN + NICOLE  
WATT.