

Customer Satisfaction Survey

Please read the description of each topic and rate the performance of B2 Productions, Inc. at your event, using the satisfaction scale immediately following the topic. Our goal is to provide top-notch, professional services; therefore, we ask that you explain any aspect of our service that does not warrant a "very satisfied" rating. Likewise, if there are any aspects of our performance that you were especially pleased with, we would like to hear that too! Use additional sheets of paper if you need more space. We use your feedback to continually improve our services.

Cooperation

The staff at my event cooperated and assisted with scheduled activities, announcements, and provided appropriate sound levels.

Very Satisfied		Somewhat Satisfied		Not Satisfied
5	4	3	2	1

Comments:

Personnel

The demeanor of the personnel was professional, service-oriented, and accommodating. Dress was professional and appropriate to the occasion.

Very Satisfied		Somewhat Satisfied		Not Satisfied
5	4	3	2	1

Comments:

Music Selection

The music played at my event was the type I expected and appropriate to the occasion.

Very Satisfied		Somewhat Satisfied		Not Satisfied
5	4	3	2	1

Comments:

Client Information

Name: _____

Phone: _____

Email address: _____

Parents' phone (*for weddings*): _____

Address:

Event Type: _____

Event Date: _____

Event venue/location:

May we show your comments to prospective clients?

Yes No

May we give your phone number and/or email address to prospective clients?

Yes No

May we quote you in advertising literature (for example, our website)?

Yes No

Would you recommend B2 Productions, Inc. to friends and relatives?

Yes No

Is there any aspect of your experience that you would like to discuss personally with us?

Yes No

Your signature: _____

Date: _____

Please return this survey in the enclosed, postage-paid envelope. Thank you for your feedback.