

♪ Squawkbox Sound ♪

Client Satisfaction Survey

Please answer the following questions and let us know how we did!

Our #1 goal is to please you!

Use another sheet of paper for additional comments if needed.

Your Name: Marcia Johns / Gardner Village
 Event Date and Type: Moonlight Madness 8-11-07
 Email Address: marcia@gardnervillage.com

Please answer the following questions by circling the appropriate rating:

| | | | | |
|---|------------------|-------------|------|------|
| Quality of Customer Service via telephone: | <u>Excellent</u> | Good | Fair | Poor |
| Quality of Customer Service via internet: | <u>Excellent</u> | Good | Fair | Poor |
| Quality of Customer Service at event: | <u>Excellent</u> | Good | Fair | Poor |
| Helpfulness and Quality of the Website: ? | <u>Excellent</u> | Good | Fair | Poor |
| Friendliness of your Entertainer: | <u>Excellent</u> | Good | Fair | Poor |
| Promptness of your Entertainer: | <u>Excellent</u> | Good | Fair | Poor |
| Professionalism of your Entertainer: | <u>Excellent</u> | Good | Fair | Poor |
| MC Services: | <u>Excellent</u> | <u>Good</u> | Fair | Poor |
| Entertainer's Appearance: | <u>Excellent</u> | Good | Fair | Poor |
| System and Equipment Appearance: | <u>Excellent</u> | Good | Fair | Poor |
| Sound Quality: | <u>Excellent</u> | Good | Fair | Poor |
| Overall Volume Levels: | <u>Excellent</u> | Good | Fair | Poor |
| Music Selection: | <u>Excellent</u> | Good | Fair | Poor |
| Incorporation of Your Requests: | <u>Excellent</u> | Good | Fair | Poor |
| Planning Assistance: <u>NA</u> | <u>Excellent</u> | Good | Fair | Poor |
| Entertainer's Cooperation with Other Vendors: <u>NA</u> | <u>Excellent</u> | Good | Fair | Poor |
| Overall Performance Rating: | <u>Excellent</u> | Good | Fair | Poor |

Is there anything we can improve on?

The music selection was excellent for our event. The MC part was weaker. Don't read announcements. Be more ad lib for our type of event. I know we were different than other events you've DJ'd. Russ opened up and felt more comfortable as the evening progressed.

Do you know of anybody that may be in need of our services?

Would you recommend our service to others?
YES

May we share your comments with others?
YES

May we add you to our list of references for other inquiries to contact?
YES

Thank you for your business and your valuable input!
 Please mail back in the envelope provided, or fax to (801) 679-4744,
 You can also fill out the survey online at www.squawkboxsound.com
 (click on Customer Satisfaction Survey)