

DJ Magic Enterprises, Incorporated

Satisfaction Survey

Event Date: Saturday, September 16, 2006
Event Type: Wedding
Event Location: Madison Concourse
Event Staff: Matt Long

Quality of Customer Service via Telephone: Excellent
Quality of Customer Service via Internet: Excellent
Quality of Customer Service at Event: Excellent
Friendliness of your Entertainer: Excellent
Promptness of your Entertainer: Excellent
Professionalism of your Entertainer: Excellent
Entertainer's Performance: Excellent
Entertainer's Appearance: Excellent
System Appearance: Excellent
Sound Quality: Excellent
Overall Volume Levels: Excellent
Music Selection: Excellent
Incorporation of Your Requests: Excellent
Lighting Effects: Excellent
Equipment Appearance: Excellent
Overall Customer Service: Excellent
Planning Assistance: Excellent
Entertainer's Cooperation with Other Vendors: Excellent
Overall Performance Rating: Excellent

Is there anything specific that can be improved upon?

The only regret we have is that we forgot to provide you with a final timeline agenda from the Concourse. There was a little bit of disconnect between the wedding coordinator from the Concourse and us as to when speeches and dinner were to be begin. Obviously this was not any fault of DJ Magic and it still went smooth. You may want to ask the couple (or reception hall) to send you a final timeline agenda (if available). P.S. You may want to review the Best Man's speech before handing over the mic. :)

Matt, We can't thank you enough for the wonderful job and professionalism that you did. Even though you had an "older" crowd to work with, you kept the dance floor full and kept the party going to the end. We continue to get great compliments about our reception, and we realize that the DJ was a huge elimate of the night! We definitely will recommend you to our friends and family for future events.

Additional comments or suggestions?

Would you recommend this service to others?

Yes

May your comments be shared with others? Yes

May your name be added to a list of references?

Yes

Your Name:

Jim Beard

Your Email:

james.beard <at> kraft.com

Your Phone Number(s):

608-334-8249

This survey was submitted on Thursday, February 22, 2007.