



Professional Entertainment
Products & Services

Customer Satisfaction Survey

Client: Mr. & Mrs. Mason & Beth Moore

Event Date: August 1, 2009

Event Type: Wedding Reception

Location: Down Town 202 Club, Bryan TX.

Staff: Chance Hartman

Please select appropriate answers to the following questions:

ATTENTION LEVEL: Livewire Productions DJ's level of attention to your concerns before, during, and after your event:

Above & Beyond

Detailed

Complete

Adequate

Poor

HELPFULNESS: While planning your event, Livewire Productions input of creative ideas when needed was:

Extremely Helpful

More Than Expected

Greatly Appreciated

Non-Existent

OVERALL SERVICE: Livewire Productions overall level of service can best be described as:

Exceptional

Professional

Top-Notch

Typical

Unacceptable

OVERALL SUCCESS: Livewire Productions contribution towards the success of your reception:

100%

90%

80%

70%

60%

50%

40%

30%

20%

10%

0%

MARKET COMPARISON: Our services as compared to similar services you have encountered are:

By Far The Best

One Of The Best

Better Than Average

Just Average

Less Than Average

VALUE COMPARISON: Compared to other similar services, Livewire Productions delivered:

More Than We Paid For

Exactly What We Paid For

Less Than We Paid For

FAVORITE PART OF OUR PERFORMANCE/SERVICE

Everyone commented saying, "a great DJ!" Chance was awesome!

If you were talking to someone else who was planning an event, what would you tell him or her about our company and employees?

I've been in nine weddings and the service was by far the best!

May your comments be shared with others? Yes No

May your name be added to a list of references? Yes No

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Mason and I had the most wonderful wedding reception, and it wouldn't have been possible without Chance. He had great ideas and helped us plan everything out. One thing I was worried about was guest interaction - but Chance was PERFECT! Thank you Chance & Wade!!

Love,
Beth Moore 