



Customer Satisfaction Survey

Please read the description of each topic and rate the performance of the Trinity Entertainment employees 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: _____

Sound Quality

The sound system provided was of professional quality, and sounded good at all volume levels.

Very Satisfied		Somewhat Satisfied		Not Satisfied
5	4	3	2	1

Comments: _____

Contribution To Success Of Event

Services provided by Trinity Entertainment were _____% responsible for the success of my event.

What is your favorite memory of something we did/arranged at your event?

Value

Overall the services provided were a good value for the money spent.

Better than Expected		As Expected		Worse Than Expected
5	4	3	2	1

Comments: _____

Summary

What did you enjoy about your experience with Trinity Entertainment? Feel free to include any comments or suggestions you feel would be helpful to us. Use additional sheets of paper if necessary.

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?

____ Yes ____ No

Would you recommend Trinity Entertainment 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 to your DJ or mail it to the above address. Thank you for your feedback.