

Satisfaction Survey



Event Date: Saturday, May 22, 2010
Event Type: Wedding
Event Location: Rockford, IL
Event Staff: Lee & Matt

Quality of Customer Service via Telephone: Excellent
Quality of Customer Service via Internet: Excellent
Quality of Customer Service at Event: Excellent
Friendliness of your Videographer: Excellent
Promptness of your Videographer: Excellent
Professionalism of your Videographer: Excellent
Videographer's Appearance: Excellent
Video Camera Equipment Appearance: Excellent
Quality of Video: Good
Creativity of Editing: Good
Incorporation of Your Expectations: Good
Overall Customer Service: Excellent
Overall Planning Assistance: Excellent
Cooperation with Other Vendors: Excellent
Overall Rating: Excellent

Is there anything specific that can be improved upon? Thank you so much for capturing every crucial moment of our wedding!

Additional comments or suggestions? Again, I was most impressed with your willingness to accommodate our very short timeframe and your promptness in communication - very reassuring and we knew we wouldn't have to worry about anything with EllaBella at the helm!

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

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