



# E & J Entertainment

"You bring the people, we'll bring the party!"

**Edward Glass & Jason Paetz**

DJs/emcees

415 E. School St.  
Frankenmuth, MI 48734

(248) 247-8231  
mobiledj@E-Jentertainment.com  
www.E-Jentertainment.com

## CUSTOMER SATISFACTION SURVEY

Dear valued client. Your answers to the following questions will help us learn what we are doing well, how we may improve, and if your expectations were met. As a token of our appreciation for completing this survey, we will send you a coupon worth \$50 off the cost of the next event you book with us. Also, we will extend this courtesy to any of your referrals who contract our services. After completing this survey, please send it back to us in the stamped envelope provided. THANK YOU!!!

Client Name: \_\_\_\_\_ Type of Event: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Event Date: \_\_\_\_\_

### How did you hear about E & J Entertainment?

- Past experience as a client  
 Saw performance at an event (Whose, where and when?) \_\_\_\_\_  
 Referral (Whose?) \_\_\_\_\_  
 Other \_\_\_\_\_

### What prompted you to use E & J Entertainment? (check as many as apply)

- Value of services for rate charged  
 Past experience as a client  
 Professional experience and attitude  
 Referral from a trusted source

### What services did you use for your event?

- DJ                       emcee                       karaoke                       DJ & karaoke

### How many other DJs did you speak with before booking E & J Entertainment?

# \_\_\_\_\_ Before calling E & J Entertainment                      # \_\_\_\_\_ After calling E & J Entertainment

**Please rate the following:**      Excellent      Very Good      Good      Poor      N/A

#### **Customer Service:**

|                       |       |       |       |       |       |
|-----------------------|-------|-------|-------|-------|-------|
| Initial Consultation  | _____ | _____ | _____ | _____ | _____ |
| Follow-up Planning    | _____ | _____ | _____ | _____ | _____ |
| Overall Communication | _____ | _____ | _____ | _____ | _____ |
| Attitude              | _____ | _____ | _____ | _____ | _____ |

#### **Performance:**

|                         |       |       |       |       |       |
|-------------------------|-------|-------|-------|-------|-------|
| Professionalism         | _____ | _____ | _____ | _____ | _____ |
| Entertainer Personality | _____ | _____ | _____ | _____ | _____ |
| Musical Selection       | _____ | _____ | _____ | _____ | _____ |
| Attire                  | _____ | _____ | _____ | _____ | _____ |
| Emcee Skills            | _____ | _____ | _____ | _____ | _____ |
| Overall Performance     | _____ | _____ | _____ | _____ | _____ |



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**Please rate the following:**

Excellent      Very Good      Good      Poor      N/A

***Technical:***

|                      |       |       |       |       |       |
|----------------------|-------|-------|-------|-------|-------|
| Sound Quality        | _____ | _____ | _____ | _____ | _____ |
| Light Show Quality   | _____ | _____ | _____ | _____ | _____ |
| Equipment Appearance | _____ | _____ | _____ | _____ | _____ |

Place a check next to the category that most closely matches your overall satisfaction with E & J Entertainment

\_\_\_ Extremely Satisfied    \_\_\_ Satisfied    \_\_\_ Indifferent    \_\_\_ Unsatisfied    \_\_\_ Very Unsatisfied

Did our service meet your expectations?                      Yes \_\_\_\_\_ No \_\_\_\_\_

Please describe some of the positive aspects of your experience with E & J Entertainment , both planning and performance-related, that stand out.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please offer suggestions on how we could improve our services. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

May we use your comments in marketing our services?      Yes \_\_\_\_\_ No \_\_\_\_\_

Would you recommend E & J Entertainment to others?      Yes \_\_\_\_\_ No \_\_\_\_\_

If your answer to the above question is "yes", kindly provide referrals. Thank you!

NAME

TELEPHONE #

EMAIL

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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We are currently in the process of assembling a media packet for promotional purposes. We would like to be able to share our clients' experiences with our potential customers. If you are willing, in the space below please write a personalized note to Ed and Jason that we can use in our customer feedback page. Thanks!

Once again, we thank you for allowing us to be a part of your special event, and hope that you will remember E & J Entertainment the next time you have an occasion that requires our services!

Sincerely,

**Edward Glass**  
DJ/emcee

**Jason Paetz**  
DJ/emcee