



HUGH HARRIS
formal attire

Questionnaire

We are confident in what we do but is it enough? Are our prices justified? Were our staff knowledgeable and helpful? Let us know and please be as candid as you wish. Simply tick over the yes or no or fill in the areas below and return in the stamped addressed envelope.

Grooms Name : OUDE GRAM Wedding Date 11/04/08

Did our showroom portray our image such as our website : (yes) (no)

Did you find our sales team : Presentable (yes) (no)
Knowledgeable (yes) (no)
Helpful (yes) (no) Marks out of 10 - (9)

Upon subsequent visits was the service : As good (yes) (no)
Better (yes) (no)
Worse (yes) (no) Marks out of 10 - (9)

Comments : ALL STAFF SHOWED A COMMITMENT TO CUSTOMER SERVICE + WERE GREAT WITH THE YOUNGER MEMBERS OF THE GROUP.

Did you find the products on offer: The same as other companies (yes) (no)
Better / worse than others (better) (same) (worse)
Displayed Well (yes) (no)

Mark out of 10 - (8)

Showroom Layout : Comfortable (yes) (no)
Too small (yes) (no)
Clean & Tidy (yes) (no) Mark out of 10 - (8)

You decided to use our services because of : Level of our service Tick any box ()
Product Choice ()
Location ()

Other Reasons: RECOMMENDATIONS FROM SEVERAL WEBSITES

General Comments : AFTER HAVING BEEN LET DOWN BY ANOTHER HIRE SHOP IT WAS GOOD TO HAVE SUCH A FRIENDLY, HELPFUL AND RELIABLE SERVICE FROM HUGH HARRIS

WOULD YOU RECOMMEND US TO OTHERS : YES () NO ()

Thank you very much. Your comments will be noted.

Steve Bishop

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