

EllaBella Productions

Satisfaction Survey



Event Date: Saturday, August 21, 2010
Event Type: Hawaiian Wedding
Event Location: Orpheum Theatre
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: Excellent
Creativity of Editing: Excellent
Incorporation of Your Expectations: Excellent
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?

No, The video turned out amazing and My wife and I loved how it all flowed together.
It would be nice to have atleast one dance from the party that had all the guests involved like the YMCA dance, or the chicken dance or something. Just a thought.

Additional comments or suggestions?

Otherwise excellent service and quality product. Did a great job with service as the DVD had a problem and we let them know and they replaced it with new DVD's the very next day, they are great and highly reccomended.

Would you recommend this service to others?
May your comments be shared with others?
May your name be added to a list of references?

Yes
Yes
Yes

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Survey Submitted on Thursday, November 18, 2010