

# Heartland Costumes

## “Beauty and the Beast”

Costumes Survey

Clients from Spring 2010

### **How Satisfied were you with our service? (1 = Low, 4 = High) Received all 4's**

- The timing was right on. Delivery and pickups went very smoothly. We liked the individualized costume tags
- Very satisfied. Any problems were addressed quickly and willingly. We couldn't ask for better.
- You guys--simply put-- were amazing! You were always so friendly-prompt-courteous- and respectful.
- The whole staff went out of their way to make sure we had everything we needed
- Service was great! Everyone I dealt with was friendly and very helpful.
- Couldn't have been more pleased! This was my first time renting costumes. It was a pleasure.

### **How satisfied were you with the look of your costumes? (1 = Not Very, 4 = Very) Received all 4's**

- We received many comments about how great the costumes looked. Solid construction and easy to use.
- They were incredible! The details-color-fit-and overall appearance were fantastic.
- Just gorgeous!
- Beautiful!
- The costumes looked amazing on stage. I just wish there was more of a costume for Chip.
- The costumes made the show!

### **How satisfied were you with the fit? (1 = Not Very, 4 = Very) Received all 4's**

- We had a large cast; the plot was easy to construct and the costumes fit without any difficulties
- We had very little problems with fit.
- One villager costume did not fit; one of Lumiere's lights did not work
- All of the costumes were well-fitted for our cast.
- They were wonderful

### **Did you receive Good Value from us? (1 = Low, 4 = High) Received all 4's**

- Great costumes for the price!
- Only were missing an item or two. But you shipped them out immediately and everything went wonderfully.

### **Ad Hoc Comments**

- Unpacking and packing was awesome! Very organized.
- You guys are the best. I will be doing the show again in 5 years and will definitely want to work with you again.
- We were very happy with our experience. Many positive comments and some requests for your information for upcoming shows.
- Heartland Costumes has truly been wonderful to our theatre program-- and I will use their service again!
- Your customer service with us was phenomenal. Thank you so much.