

phanumas photography

Phanumas Weddings - Customer Feedback Questionnaire

Pre-wedding Communication

1. The standard of communication prior to your arrival to Thailand:

Excellent	<input checked="" type="checkbox"/> x VIII	Good	<input checked="" type="checkbox"/> xI	Average		Poor	
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2. How was the level of my understanding of your requirements?

Excellent	<input checked="" type="checkbox"/> x VIII	Good	<input checked="" type="checkbox"/> xI	Average		Poor	
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Wedding Day

3. How was my time keeping to the schedule?

Excellent	<input checked="" type="checkbox"/> x VIII	Good	<input checked="" type="checkbox"/> xI	Average		Poor	
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4. My service and professionalism throughout the day?

Excellent	<input checked="" type="checkbox"/> x VIII	Good		Average		Poor	
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Post Wedding Service

5. The overall quality and presentation of your wedding photography portfolio?

Excellent	<input checked="" type="checkbox"/> x VII	Good	<input checked="" type="checkbox"/> xII	Average		Poor	
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General

6. My overall service, approach and professionalism?

Excellent	<input checked="" type="checkbox"/> x VIII	Good	<input checked="" type="checkbox"/> xI	Average		Poor	
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Anel & Gary (10th October 2008)

Email:

Sent: 21 October 2008 11:20

To: Phanumas Photography

Subject: Thank you!

Dear Mas & Sarah

Thank you very much for the lovely photo's you took of our wedding! We have watched them a few times now and they are absolutely beautiful.

Thank you for your professionalism and for all the effort you put into making it a memorable day for us.

We really appreciate all the trouble you went to to meet up with us the day before and for capturing every little detail along the way.

Best regards, Anel & Gary

Feedback Form

The comments I have been getting from people looking at the photos you took Mas, speak for themselves. People commented on your quiet friendly nature and the dedication you showed by staying at the reception as long as we wanted you to. Somebody also said that you really captured the emotions of the day and all the people that shared it with us. Your photos are all lovely and natural and portray the day beautifully. Just the way we would like to remember them...

Thank you again!

Paulius & Elisangela (25th October 2008)

Email:

Hello Mas,

Thank you for your warm regards. I only yesterday came back to Ireland. Still trying to adjust to the normal routine. Loved Thailand: its food, nature, people, weather and ocean. Will definitely come back for a holiday in near future.

Elis and I would like to take an opportunity to thank You and Sarah for many wonderful pictures that you took during our wedding. It certainly will allow us to remember our special day for a long.

Please find the feedback form attached.

Mas, keep it up with you good work and service!

Best Regards, Paulius & Elis

Feedback Form

Fast made and nice presentation. Brilliant and customer orientated service - put all pictures in DVD.

However not enough examples were presented of additional services.

Nasanna & Dustin (1st November 2008)

Email:

Hi Mas,

Thank you once again for our pictures. Here's our review:

My Husband and I are Americans who decided to get married in Thailand – we have no ties to the country and do not speak the language, Thailand was something new for both of us!

We researched everything online (hotels, sightseeing, etc) and the one thing we were most stressed over was the photographer – unlike a bad meal you can't exactly send them back

and ask for a new one! After much research and deliberation, we selected Mas for our special day.

Since Mas was on the other side of the world, our form of communication was through email only. Mas was always quick to respond to all of our questions and concerns, all around he was very professional with his services. Prior to our actual wedding day Mas asked if he could meet with us just to review any requests we may have and to ensure he would be approaching everything the way we wanted.

The day of our photo-shoot was perfect! The weather was beautiful and Mas did an exceptional job capturing every moment! Days after our wedding Mas met us at the airport prior to our departure and showed us all of our pictures along with a video slideshow of some of the more memorable ones – everything was wonderful!

Juanita & Chris (3rd November 2008)

Email:

Hi Mas

We just watched the video and sat there overwhelmed by how amazingly beautiful it is!!! Thank you so so much for working so hard on everything and capturing the essence of our special day. We believe in blessings and good omens and having you there for us was definately one of the blessings and we are extremely grateful!!

We have decided that we would like the website and album and will be in touch about which prints we would like done.

Thank you again for everything!!!

Warm wishes

Juanita and Chris

PS. Hope you catch up on some sleep!!

Email (website):

Thank you so much! It looks fab!

Email (wedding book):

We got it! Thank you so so much. It is just beautiful! Thank you again. We love our wedding book!

Video:

Happy New year to you too! Hope you had a fabulous time. We got back from South Africa today and are absolutely shattered!! We're looking forward to seeing the canvas print and have no plans to travel anytime soon!

Our reception was last Sunday and you now have lots of admirers in South Africa. We hired a projector and screen and started off by playing the slideshow....we waited outside for it to finish before we entered and could see from the doorway that everyone's eyes were glued to the screen. And when we played the DVD later on, there were a lot of teary eyes. Thank you so much for the amazing job that you did. All my friends and family were very overwhelmed and felt very connected to our wedding even though they were not there.

Feedback Form:

We were very impressed with the pre-wedding communication as it put us at ease. We thought there was a lot of attention to detail so as to avoid any misunderstandings on the day of our wedding. Due to this we were able to be very clear about what our programme was going to be as well what our preferences were, with regard to the style of photography. We were also thrilled that you came out to meet us at the Krabi airport as meeting face to face before the event was a fabulous opportunity to make everything so much more personal. You acted upon all our requests! All our requirements that we had sent via email were adhered to. Upon meeting we were able to clarify every smallest detail with you and being able to do this was fantastic! When you came and met us on the day we were departing and showed us the slideshow we were amazed as you had remembered every last detail of our requirements and had surpassed them.

Timekeeping - Impeccable!!! More so than mine on the day!! Our meetings at the airport on our arrival and departure turned out that you had to wait for us and we are grateful for that. On the day of our wedding, you and your crew were there hours before to ensure that you had ample time to prepare! Looking at the slideshow it seemed as though you were able to be at

two places at once by taking photos of both Chris and I getting ready at different ends of the beach and I'm sure that you had to practically run from Pimalai to Baan Lanta to be able to able to capture all those moments.

To be honest, talking to you and Sarah on the morning of our wedding helped me to relax as I was a bag of nerves especially because I was on my own!!! You were so careful to capture everything without disturbing us from the blissful trance we were in!! Looking back on it there were times that we forgot that you were there!! You remembered everything we had discussed without having us to remind you or worry about it. You really made us feel that you were not only photographing but you were a part of our wedding.

When we first saw the slideshow we were completely overwhelmed. We could not believe that the people in those gorgeous photos were really us! You took the most beautiful photos. Every person who has seen the website, album or slideshow has said that our wedding photos are the most beautiful they've ever seen. And my response has been," We have Mas to thank for that. " After we played the DVD at our reception my best friend said to that she felt like she was watching a movie unfold but only this time she knew the lead actor and actress! We are absolutely thrilled with the quality of the slideshow, album, DVD, prints and the canvas and cannot thank you enough.

WOW!!Your ability to capture the essence of every detail overwhelmed us. Everytime I look at the photographs its as though I'm back in Thailand getting married all over again! We are so lucky to have had you there as no-one else would have your artistic vision. What we loved the most about each photograph is that it was spontaneous. We did not once have to stop what we were doing to look at the camera

here was a lot of anxiety about our wedding because of the fact that went off and got married on our own and because Chris and I come from very different cultural backgrounds. My family is very traditional and old fashioned and had a lot to say about everything...if you know what I mean!! However when they saw the slideshow and watched the DVD, they were in tears. You helped to lower some of their barriers and break their resistance by communicating the essence of our wedding through your images. Until that point they had been unable to identify with what we had chosen to do and upon seeing it were transported to Thailand to share our special day with us. It was only then that they understood and gave us their blessings. Thank you.

Looking back at it all I feel truly blessed. Our wedding was the happiest day of our lives and we thank you for eternalizing the joy and the beauty of that day so that we can reflect on it and appreciate it.

Lisa, Danne & Family (Honeymoon & Trash the Dress – 18th November 2008)

Email:

Hi Mas,

Thank you for many great photographs!

Feedback Form

A happy photographer with a calm approach who understands the clients requirements. Although we got tired and didn't manage the sunset photographs we are satisfied to the fullest. It would have been nice with sunset photographs also but rain was approaching once more and we got a bit chilly. Also the children and husband looks happy and secure. I also want to give credit for the black & white photographs, and especially the last ones of me and Daniel with a minor editing in the lightning I assume. I really love those.

Sally & Richard (22nd January 2009)

Feedback Form

Richard and I felt Mas really understood the style of photo's we were after. We were really pleased with the quality of the shots and how easy the entire process was. Our photos are beautiful and capture a beautiful day.

Andrea & Andy (23rd January 2009)

Email

We are happy we chose The Pimalai to marry and also very happy we had you take our photos! We are over the moon with the results, so thank you!

Rima & Greg (24th January 2009)

Feedback Form

I felt like I'm the only client you have although knowing you through the staff I read about you on the internet before choosing you I knew that you have a lot in your hand all the time: although you had too many weddings booked during the same period you still managed to make us feel privilege and I really appreciate this.

I didn't have to repeat or talk too much for you know what I wanted and you delivered perfectly.

We're clumsy people by nature and we like to move all the time - you took advantage of all our movements and did a great sequence of pictures.

I wish you all the best to you and to Sarah in your future endeavors and I will recommend you to any of my friends should any of them plan to get married in Thailand (after seeing our wedding pics everyone got excited about getting married in Thailand).

We're just another satisfied customers.

Rebecca & Mark (27th February 2009)

Feedback Form

I really enjoyed having you as our photographer. I have had many experiences with friend's getting married and their photographers, and I have to say I enjoyed the relaxed approach to our wedding. It made us feel comfortable, as we are not used to having our pictures taken all day! I thought the meeting before hand, discussing what kind of shots we wanted, was good. It made us aware of what would happen during the day. The pictures we received were wonderful! I couldn't have expected anything more beautiful. It captured our wedding ceremony perfectly; from the funny moments to the romantic ones. With the CD you made us we were able to browse the pictures on our TV at the resort. I loved every one, of the 400 pictures. It wasn't more than a week after we returned home that I printed some out for a photo album. I made my stepmom cry, she loved them so much.

I would recommend Mas's services as a wedding photographer. My husband and I loved the pictures we received from our wedding ceremony in Thailand. As travelers from outside the country it was important that there was a high level of communication, so we knew what to expect and also, that the atmosphere of the photographing was relaxed, being that it was a beach wedding. Both of these qualifications were met with Mas's services. When emailing, he was prompt in responding and answered all of our questions thoroughly and with honesty. Before the ceremony, he met with us to discuss our desires for the type of shots we would like. When he understood how relaxed and casual we wanted our session to be, he and his assistant were attuned to this request and made us feel very comfortable. We loved our experience with Mas and would use him as our photographer again!

Mark and Rebecca Nutter

Caroline and Sven (5th March 2009)

Considering our time constraints, everything was organized perfectly in a few days.

I was delighted with the amount of photos given to us! It was really great to receive them all. I don't think its standard procedure to give all the images from photographers, they only allow you to have a set amount and if you want more, you have to pay.

From the moment of contact, everything was arranged perfectly. I had an idea of what I wanted but you were so organized, you gave me suggestions on how to format the day and types of photos to be taken. I really needed this direction because given the time constraints we had, I was disorganized in this area. It was constructed brilliantly, it made the day run so smoothly.

The weather was unfortunate and one thing that past through my mind is that there aren't many good settings for photos but I was surprised by the variation of photos. You also managed to capture photos that would be gone in a split second. There were so many surprise candid shots that I had no idea they were being taken and they were amazing. Over all I was delighted with the selection and quality of the photos and I couldn't fault you on anything. Thank you so much, I couldn't have asked for better photos.

Cat & Derek (6th April 2009)

From: Catrin
Sent: 04 May 2009 08:12
To: Phanumas Photography
Cc: Derek Martin
Subject: Re: Wedding Photography
Dear Khun Mas,

We love the pictures - thank you! Sorry I have been meaning to get back to you to thank you for the pictures. They are great. You have some really nice shots in there. I've completed the questionnaire and if you ever need a recommendation we are happy to speak with any future clients that you have. It was a pleasure to have both you and Sarah there with us to record our special day.

Thanks

Cat

You understood our requirements. It was nice also to have Sarah there as she understood the Western/female traditions e.g. the throwing of the garter etc. She was able to make suggestions for pictures that we hadn't thought of. You both work very nicely together and complement each other well.

Excellent and you were very flexible which was necessary on your day!

You both felt like a part of the wedding party it was great.

You did a great job of getting in there and taking the pictures. It wasn't easy as there were lots of guests taking pictures and the ceremony its self didn't quite go as planned e.g. the married couple walking out etc. You got some really nice shots.

We live in Thailand and got married in Koh Yao in Phuket in April 2009. We had asked for some standard group shots which Mas ensured that we got and more importantly for us were the natural pictures that he took of us and our guests throughout the day and evening without us even knowing. We have some really nice shots of everyone. The pictures really capture the moment and we are very glad that we used Mas's services during our wedding. I can highly recommend Mas (and Sarah).

Melanie & Kelvin (11th April 2009)

You took the time to get a feel for the sort people Kelvin and I were and that shows in how you captured the day. You were professional and relaxed. You made us feel comfortable (as you can) to have a camera on us constantly. We feel blessed to have had you be part of the energy that made up our amazing wedding day! Thank you ☺

Jacqui & Nick (3rd May)

FaceBook:

[Jacqueline Lukowski](#) These stunning photos were all taken by our super fabulous photographer Mas! It was the best day of our lives!!!

There are loads of pics so I will be adding them gradually over the next couple of days.