

Service Evaluation

The needs of the bereaved family before, during and following the funeral are our main priority. We at A J Lloyd would like to express our sincere appreciation to you for allowing us to assist you at this difficult time.

We value the confidence you have placed in us, and for that reason we are constantly reviewing the service that we provide. We need to feel that you and your loved ones are receiving the highest standard of service that are available. If you were in the slightest way dissatisfied with us, we need to know so that we can correct any problems straightaway.

By taking a couple of minutes to complete this questionnaire you are providing us with valuable information on how we can further advance our company to better meet your needs.

If you would be as kind to return this form when you return either by email as an attachment or with your payment we can then strive to improve our service to you as soon as possible.

Once again, thank you for the confidence you have placed in us, and for completing our questionnaire.

Darren Lloyd
Managing Director

What influenced you to choose our funeral home?

- Previous family experience
- Reputation
- Location
- Price
- Friends
- Clergy
- Doctor
- Nursing Home
- Hospital
- Advertising
- Other

Have you seen/heard our advertising?

- Local 2 You / Chatterbox
- Newspaper
- Yellow Pages / Phone book
- Nursing / Care home
- Practice / Hospital Booklet
- Other

Were our staff helpful in providing information and assistance when making funeral arrangements?

- Very Helpful
- Somewhat Helpful
- About Average
- Slightly Helpful
- Unhelpful

If you had concerns about making the arrangements were they due to:

- Coping with the bereavement of relative/friend
- Choosing the right funeral
- Unsure of how to arrange a funeral
- Potential Expense
- I had no concerns
- Other

Were our products/services explained clearly?

Yes / No

Were the prices clearly explained?

Yes / No

Did you receive a written estimate?

Yes / No

Did you feel that the funeral directors charges (excluding disbursements) were?

- Much higher than expected
- Slightly higher than expected
- What I expected
- Slightly lower than expected
- Much lower than expected

Did you compare our prices with our competitors?

Yes / No

If yes were we: More / Less / Same

Please indicate your impression of the following:

	Good	OK	Bad
Choice of service and goods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attention to detail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individualised service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sensitivity of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility to meet your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Our premises were:

Clean / Not clean
Maintained / Unmaintained
Welcoming / Unwelcoming
Comfortable / Uncomfortable

On the day of the funeral:

Did the cortege arrive on time? Yes / no

Were the vehicles clean and tidy? Yes / no

Were the staff smart and helpful? Yes / no

Any Comments

Would you recommend our firm to others? Yes / no

May we send you details of our Pre-paid Funeral Plan?

Yes / no

Thank you for taking the time to complete this questionnaire, it is very important to us to ensure that the service given is of the highest possible standard.

Please indicate if you would like information on any of the following:

- Local Bereavement groups
- Social Security Payments
- Pre-paid funeral plans
- Financial Planning / Wills
- Memorials

We have included the space below for you to make any additional comments.

If you desire a response from us please include your name, address and telephone number.

A J Lloyd

Independent Family Funeral Directors

38 Wallace Road
Keresley
Coventry
CV6 2LX

Telephone
024 7633 1900

Fax
024 7633 1919

Email darren@ajlloyd.co.uk



www.ajlloyd.co.uk

Traditional Values
Modern Approach
Customer Survey