# *Service Evaluation*

The needs of the bereaved family before, during and following the funeral are our main priority. We 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 the needs of bereaved families.

If you would be as kind to return this form when you return with your payment we can then strive to improve our service 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

**Where have you seen/heard our advertising?**

Local 2 You

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 the 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

Attention to detail

Individualised service

Range of Prices

Sensitivity of staff

Flexibility to meet your needs

Overall satisfaction

**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 for us, 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

Pre-paid funeral plans

Financial Planning

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*

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Our Family Caring for Your Family

#### *Customer Survey*