



7441 Allentown Boulevard
Harrisburg, PA 17112-9853

A Funeral Service Survey For You

Funeral Service Survey[®]

Recently you used the services of a funeral home.
Please take a moment to share your thoughts
with us about your experience.



[Open here to view the survey.](#)



When you have completed the survey, please refold so that the postage paid Business Reply Mail Panel is facing out and tape it closed.

We'd like to thank you for selecting a Pennsylvania Funeral Directors Association member for your recent funeral services. All of our members are committed to providing quality service and upholding the highest standards. As a part of that commitment, we send out surveys to families that we have served so that they can give us their honest feedback. Please take a few moments to review and fill out the survey questions that are listed inside. Let us know what we did right and how we might be able to improve.

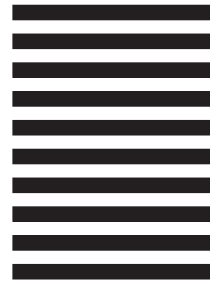
Funeral Service Survey[®]



UNICHoice COOPERATIVE INC
7441 ALLENTOWN BLVD FRONT
HARRISBURG PA 17112-9853

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BUSINESS REPLY MAIL
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NO POSTAGE
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**Face this panel out
for return mailing.**

FUNERAL SERVICE SURVEY © Please fill out the survey questions.

SELECTION OF FUNERAL HOME

What factors were important in the selection of the funeral home to serve you? (please select all that apply)

- Pre-arrangements with funeral home
- Recommendation or referral
- Request of deceased
- Attended services at funeral home
- Convenience of location
- Quality of funeral home facilities
- Reputation of funeral home
- Price of funeral service
- Previously served my family
- Other _____

How likely would you be to recommend this funeral home to others? (please select one)

- Would not recommend
- Not very likely
- Somewhat likely
- Very likely

Overall, how would you rate this funeral home? (please select one)

- Poor
- Fair
- Good
- Excellent

How likely are you to use this funeral home again? (please select one)

- Not very likely
- Somewhat likely
- Very likely

FUNERAL ARRANGEMENTS

How would you rate the staff of the funeral home?

	Poor	Fair	Good	Excellent
Timely response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attention to detail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional conduct and appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to address your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you rate the handling of making the arrangements?

	Poor	Fair	Good	Excellent
Courtesy and compassion of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism and expertise of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of your service needs and wishes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to fully answer your questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fully explained available service options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provided a variety options for merchandise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clearly explained service costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gave enough time to make choices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did the funeral director offer you personalized service options? Yes No

Were you satisfied with the options that were available? Yes No

FUNERAL HOME FACILITY

How would you rate the funeral home facilities?

	Poor	Fair	Good	Excellent	N/A*
Interior furnishings and appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interior and exterior lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupancy capacity for guests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handicap accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PROFESSIONAL SERVICES & MERCHANDISE

How would you rate the professional services that were offered? (please select one)

- Poor
- Fair
- Good
- Excellent

Was the cost of the professional services provided... (please select one)

- Less than you expected
- Within your budget limits
- About what you planned on
- Appropriate for what was provided
- More than you anticipated
- High based on what was provided

How would you rate the merchandise that were offered?

	Poor	Fair	Good	Excellent	N/A*
Casket & vault selection and options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cremation urn selection and options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type of tribute and memorial options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personalized options (e.g., jewelry, candles)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Were you informed about veteran's or social security benefits that you may be entitled to? Yes No

ACTUAL SERVICE

Were you satisfied with the appearance of your loved one? Yes No N/A*

Comments _____

If you had special requests for the service, did the funeral home accommodate them? Yes No

Comments _____

Would you like to be contacted by the funeral home to pre-arrange and/or pre-pay your funeral or that of a loved one? Yes No

If yes, please provide contact information? _____
Name Phone Email

ADDITIONAL COMMENTS

Looking back, is there anything that you would change about the service? Yes No

If yes, what would you change? _____

We are always looking for ways to improve our services. What, if anything, could be done to better serve your needs? (please select all that apply)

- Provide food and/ or beverages during the services
- Offer child care or a playroom for children
- Have a private room for the family's use during services
- Ability to do video webcast of services
- Other _____

Do you have any additional comments that you would like to share?

Yes, permission is given to post comments on the funeral home's website.

Thank you. To mail the survey back, please refold so that the postage paid Business Reply Mail Panel is facing out and tape it closed.

* N/A – not applicable