

ST TERESA OF AVILA CEMETERY AND MAUSOLEUM

Survey

Recently, you used the services of St Teresa of Avila Cemetery and Mausoleum. Please take a moment to share your thoughts with us about your experience.

CEMETERY AND MAUSOLEUM SELECTION

What factors were important in the selection of St Teresa of Avila Cemetery and Mausoleum to serve you and your family?

- Pre-arrangements with cemetery and mausoleum
- Request of deceased
- Convenience of location
- Reputation of cemetery
- Previously served my family
- Recommendation or referral
- Parishioner at St Teresa of Avila
- Quality of cemetery grounds and facilities
- Price of services
- Other: _____

How likely would you be to recommend St Teresa of Avila Cemetery and Mausoleum to others?

WOULD NOT RECOMMEND

NOT VERY LIKELY

SOMEWHAT LIKELY

VERY LIKELY

Overall how would you rate this cemetery and mausoleum?

POOR

FAIR

GOOD

EXCELLENT

How likely are you to use this cemetery and mausoleum again?

NOT VERY LIKELY

SOMEWHAT LIKELY

VERY LIKELY

CEMETERY AND MAUSOLEUM ARRANGEMENTS

How would you rate the staff at the cemetery and mausoleum?

	POOR	FAIR	GOOD	EXCELLENT
TIMELY RESPONSE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ATTENTION TO DETAIL	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COMMUNICATION SKILLS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PROFESSIONAL CONDUCT AND APPEARANCE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ABILITY TO ADDRESS YOUR NEEDS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate the handling of making the arrangements?

	POOR	FAIR	GOOD	EXCELLENT
COURTESY AND COMPASSION OF STAFF	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PROFESSIONALISM AND EXPERTISE OF STAFF	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UNDERSTANDING OF YOUR SERVICE NEEDS AND WISHES	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ABILITY TO FULLY ANSWER YOUR QUESTIONS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FULLY EXPLAINED AVAILABLE OPTIONS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PROVIDED A VARIETY OF OPTIONS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CLEARLY EXPLAINED SERVICE COSTS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GAVE ENOUGH TIME TO MAKE CHOICES	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Did the director offer you personalized service options?

YES NO

Were you satisfied with the options that were available?

YES NO

CEMETERY AND MAUSOLEUM UPKEEP & FACILITIES

How would you rate the cemetery and mausoleum facilities?

	POOR	FAIR	GOOD	EXCELLENT
UPKEEP OF THE GROUNDS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AVAILABILITY OF PARKING	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
INTERIOR AND EXTERIOR LIGHTING	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CONVENIENCE OF LOCATION	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HANDICAP ACCESSIBILITY	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OVERALL CLEANLINESS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PROFESSIONAL SERVICES & PLOTS

How would you rate the professional services that were offered?

POOR FAIR GOOD EXCELLENT

Was the cost of the professional services provided...

- 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

ACTUAL SERVICE

Were you satisfied with the appearance of your loved one's grave site?

Yes No Comments? _____

If you had any special requests, did the cemetery and mausoleum accommodate them?

Yes No Comments? _____

Would you like to be contacted by the cemetery and mausoleum to pre-arrange and/or pre-pay your cemetery plot or that of a loved one?

YES NO

ADDITIONAL COMMENTS

Looking back, is there anything that you would like to change about the service? _____

Do you have any feedback as to how the cemetery and mausoleum can improve? _____

Do you have any additional comments or feedback? _____

Would you like to give the cemetery permission to post your comments on the cemetery and mausoleum's website?

YES NO