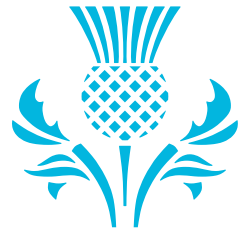


Funeral Questionnaire

Please return to us in the envelope provided



Client: _____

Funeral Date: _____

Reference: _____

1. How satisfied were you with our service?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Dissatisfied

2. Did anyone or anything particularly impress you?

Yes No please give details:

3. Was everything about the funeral fully explained to you?

Yes No please give details:

4. Would you recommend us to a relative or friend?

Yes No

5. What could we do to improve our customer service?

6. Why did you choose to use us? (please select all that are applicable)

Have used before Recommended Location Advertisement Our reputation Other: _____

7. How did you hear about us?

Radio advert TV advert Other advert Leaflet Google Scotmid Member
Our website Recommendation Other: _____

8. Is it okay to use this feedback as a review? (We would only use your initials along with your comments)

Yes No

9. Would you like information on any of the following?

Funeral Plans Memorial Masonry Scotmid Co-operative Membership
