



3139 KUTZTOWN RD. \* LAURELDALE, PA 19605 \* PHONE: (610) 929-2613



### Pre - Plan Questionnaire

Your input, insight, and suggestions are important to us. Your help allows us to improve our service to other families. Please complete and return in the stamped envelope provided.

Pre-Planning for: \_\_\_\_\_

Date of Appt: \_\_\_\_\_ Parish: \_\_\_\_\_

Address: \_\_\_\_\_ Phone \_\_\_\_\_

Section: \_\_\_\_\_ Lot/Crypt/Niche: \_\_\_\_\_ Grave/Tier: \_\_\_\_\_

Counselor Name: \_\_\_\_\_

- 1. Was a confirmation call made prior to your scheduled appointment?      YES      NO
- 2. Were you greeted cordially by our office staff when you arrived?      YES      NO
- 3. Was our staff prepared for your scheduled appointment?      YES      NO

If no, please explain. \_\_\_\_\_

\_\_\_\_\_

- 4. Were you offered information on both In Ground and Mausoleum options?      YES      NO
- 5. Was the time taken to fully explain all of your options and answer all of your questions to your satisfaction?      YES      NO

If no, please explain. \_\_\_\_\_

\_\_\_\_\_

- 6. If you chose an In Ground option, was the opportunity presented to pre-plan your memorial/headstone?      YES      NO

*(Continued on back)*

7. Would you recommend Gethsemane Cemetery to your family and friends?    YES                    NO

If no, please explain. \_\_\_\_\_  
\_\_\_\_\_

8. Please rate your overall experience with us. (1 = Not Satisfied / 10 = Very Satisfied)

1      2      3      4      5      6      7      8      9      10

9. What can we do to better accommodate our families? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. If you could tell the Director of Gethsemane Cemetery anything, what would that be? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. Would you or someone in your family like to receive our newsletter electronically via email or by regular mail?

Name	Relationship	EMAIL ADDRESS or home address
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Additional Comments, Suggestions: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_