



Satisfaction Survey

Benito & Azzaro Pacific Gardens Chapel wants to hear from you as we work to improve and maintain the high quality of service to which every family is entitled.
(Optional: Please indicate, in the additional feedback, the service you attended or observed.)

YOUR NAME: (OPTIONAL) _____

1. What influenced you to choose our funeral home? (please explain)	Previously Served <input type="checkbox"/> _____ _____	Advertisement <input type="checkbox"/> _____ _____	Recommendation (professional/personal) <input type="checkbox"/> _____ _____
2. The Funeral Director making the arrangements was knowledgeable, professional, and caring.	Agree <input type="checkbox"/> Comments: _____ _____	Neutral <input type="checkbox"/> _____ _____	Disagree <input type="checkbox"/> _____ _____
3. The funeral home goods, services, and prices were clearly and completely explained.	Agree <input type="checkbox"/> Comments: _____ _____	Neutral <input type="checkbox"/> _____ _____	Disagree <input type="checkbox"/> _____ _____
4. I was very satisfied with the appearance of my loved one. (If applicable)	Agree <input type="checkbox"/> Comments: _____ _____	Neutral <input type="checkbox"/> _____ _____	Disagree <input type="checkbox"/> _____ _____
5. The funeral home grounds and facilities were clean, maintained, and comfortable.	Agree <input type="checkbox"/> Comments: _____ _____	Neutral <input type="checkbox"/> _____ _____	Disagree <input type="checkbox"/> _____ _____
6. Please indicate your impression of the following:	Excellent	Acceptable	Unacceptable
• Choices of funeral services & merchandise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Attention to Detail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Flexibility of staff to meet your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Overall satisfaction with services, goods, & staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Would you recommend our funeral home to others?	Yes <input type="checkbox"/>	Not Certain <input type="checkbox"/>	No <input type="checkbox"/>
8. Considering the overall value of the service you paid for, was it	<input type="checkbox"/> An exceptional value, worth more than you paid for it	<input type="checkbox"/> A good value, worth about what you paid for it	<input type="checkbox"/> A poor value, worth less than you paid for it

Additional Feedback: Thank you for sharing your opinions and comments with us. Please let us know what you think of our service, facilities, personnel, website, or any other experience you had regarding Pacific Gardens Chapel here.
