

Family follow up survey



1. Please evaluate the following:

| | Very Satisfied | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Very Dissatisfied | Does Not apply | Rating Average |
|---|------------------------------|--------------------|----------|-----------------------|-------------------|----------------|----------------|
| Initial Contact with the firm (phone, email, visit) | 96.0% (48) | 4.0% (2) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 1.04 |
| Attention to detail | 98.0% (49) | 2.0% (1) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 1.02 |
| Sensitivity of the funeral director | 98.0% (49) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 2.0% (1) | 0.0% (0) | 1.08 |
| Courtesy of the staff overall | 98.0% (49) | 2.0% (1) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 1.02 |
| Preparation and appearance of the deceased | 82.0% (41) | 4.0% (2) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 14.0% (7) | 1.74 |
| Condition of the facilities | 90.2% (46) | 2.0% (1) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 7.8% (4) | 1.41 |
| Flexibility/willingness to meet special requests | 94.0% (47) | 2.0% (1) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 4.0% (2) | 1.22 |
| Information provided for decision-making | 100.0% (50) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 1.00 |
| Variety of available services and merchandise | 98.0% (49) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 2.0% (1) | 1.10 |
| Freedom and time to make decisions without pressure | 95.9% (47) | 4.1% (2) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 1.04 |
| Clarity of pricing and payment policy | 96.1% (49) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 3.9% (2) | 1.20 |
| Tribute/memorialization options (audio-visual, web-based, etc.) | 90.0% (45) | 0.0% (0) | 2.0% (1) | 0.0% (0) | 0.0% (0) | 8.0% (4) | 1.44 |
| Creativity of service and support options | 92.0% (46) | 2.0% (1) | 2.0% (1) | 0.0% (0) | 0.0% (0) | 4.0% (2) | 1.26 |

| | | | | | | | |
|--|-------------------|----------|----------|----------|----------|----------|------|
| Overall impression of the ceremony | 92.0% (46) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 8.0% (4) | 1.40 |
| Overall rating of the services of the firm | 98.0% (49) | 2.0% (1) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 1.02 |
| Value of services received compared to price paid | 91.8% (45) | 6.1% (3) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 2.0% (1) | 1.16 |
| Value of merchandise purchased (casket, urn, vault) compared to price paid | 89.8% (44) | 6.1% (3) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 4.1% (2) | 1.27 |
| answered question | | | | | | | |
| skipped question | | | | | | | |

2. Please provide any additional comments you would like to share regarding Tufts Schildmeyer and/or the service you received. If you would like to comment on your evaluation of items 1 through 17 in question #3, please include the item number(s) in your comments.

| | Response Count |
|--------------------------|----------------|
| | 15 |
| answered question | 15 |
| skipped question | 36 |

3. Would you recommend Tufts Schildmeyer to family members and friends?

| | | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Yes, definitely | | 98.0% | 48 |
| Yes, probably | | 2.0% | 1 |
| No, probably not | | 0.0% | 0 |
| No, definitely not | | 0.0% | 0 |
| answered question | | | 49 |
| skipped question | | | 2 |

4. What specific aspects of Tufts Schildmeyer's service were most meaningful to you, and what, if anything, could they have done to improve your experience?

**Response
Count**

23

answered question

23

skipped question

28

5. If you would like to recognize specific staff people for either exemplary care or poor service, please identify the specific staff person(s) and share your comments regarding this person(s)

**Response
Count**

31

answered question

31

skipped question

20