

Glasnevin Trust Satisfaction Monitor General Questionnaire

Q.1
In which Cemetery did the Burial/Cremation take place?

Please indicate if it was
Burial Cremation

Q.2
How would you rate the cemetery in terms of each of the following?
(Please use the scale below to record how satisfied you are).

7	6-5	4-3	2-1
Excellent	Good	Fair	Not Good

- Availability of Parking
- Appearance of the Cemetery
- Suitability of the Temple / Church
- Convenience of opening hours
- Presentation of the Grave At time of Burial
- Presentation of Staff in the Cemetery
- Ability of Staff to answer your Questions
- If by telephone how prompt was the call answered
- Amount of time given to your Query
- Explanation of the rules of the Cemetery

NOTES

Q.3
What factors influenced you in choosing this Cemetery?

- Location
- Family
- Friends
- Priest / Religious Minister / Celebrant
- Recommendation from Funeral Director

Q.4
If you selected a New Grave for the burial of your loved one, were the terms of use explained to you?

Yes No

Were you supplied with an information pack?

Yes No

Q.5
Were you made aware of the memorial options for interment of ashes, Columbarium Wall / Garden Of Remembrance, provided at our Cemeteries?

Yes No

If the option was available to have a cremation service in the evening (5pm – 9pm) would this have interested you?

Yes No

Q.6
Have you visited our website? Yes No

If Yes – Please Rate...

7	6-5	4-3	2-1
Excellent	Good	Fair	Not Good

Quality of Information

Ease of Access on the site

Q.7
Are you aware our onsite Florists are open 7 days a week?

Yes No

Are you aware of our on-line Florist Services?

Yes No

Are you aware of our unique service of placing flowers on graves at no extra cost for delivery for all occasions?

Yes No

If you have any suggestion on how we can improve the services we provide, please use the reverse side of this form to make your comments or contact any of our cemetery offices.

Glasnevin Trust would like to thank you for taking the time to complete this questionnaire, it is important to us that we deliver the highest possible service.

