

# Power Survey

*Compliments of:*

## **Kubasak Associates**

531 Calais Drive, Mesquite, NV 89027-8825 • Phone: (702) 345-3212

What is one thing that you would have liked to have done that was not done?

What is the most memorable thing you remember about our services?

Our personnel?

Which one member of our staff stands out in your mind? Please tell us why?

What is the most memorable thing you recall about how our telephones were answered?

What is the most memorable thing you recall when you arrived at the funeral home to make arrangements?

Was there anything that happened – or was said – that gives you the feeling that someone on our staff really 'cared' for your feelings?

Were any words or phrases used that you did not fully understand?

Did anything occur that made you feel uncomfortable?

If you could teach our staff one thing, what would it be?

If you could change our funeral home, what one thing would you start with?

What, if anything, might we have done to make things easier for you:

- During our first conversation with you on the telephone?
- During the arrangement conference?
- During the visitation?
- With our transportation?
- During the funeral ceremony itself?
- After the funeral?
- At the cemetery?

What is the primary factor that caused you to choose us?

What is one thing that will cause you to recommend us to others?

\_\_\_\_ Check here if nothing memorable happened.

Optional: Your name: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Best time to call: \_\_\_\_\_