



Family Survey Questionnaire

Macquarie Park Cemetery and Crematorium extends our heart felt condolences at this difficult time. As we are always striving to improve our services, we would be very grateful if you could help us by completing this short form and mailing it back to us in the envelope provided.

■ On Arrival

Please rate from (1) Poor to (5) Excellent (circle your choice)

Signage to the Chapel car park.

1	2	3	4	5
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Signage to other areas of the Park.

1	2	3	4	5
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Signs indicating burial locations.

1	2	3	4	5
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Signs to the Office or Function Rooms.

1	2	3	4	5
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Comments:

■ Time and Location of your Service

Please rate from (1) Difficult to (5) Easy(circle your choice)

How easy was it to find the location and time of your service?

1	2	3	4	5
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Comments:

■ The Chapel

Please rate from (1) Poor to (5) Excellent (circle your choice)

How comfortable was the seating?

1	2	3	4	5
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How well could you hear the service?

1	2	3	4	5
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How well could you see the TV screens?

1	2	3	4	5
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How comfortable were you in the chapel?

1	2	3	4	5
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Comments:

■ Web Site

Please rate from (1) Poor to (5) Excellent (circle your choice)

Please rate the web site as a useful tool in finding information.

1	2	3	4	5
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What section was helpful or unhelpful to you?

Family Survey Questionnaire Continued

Staff

Please rate our staff in relation to being knowledgeable, friendly and helpful.

1	2	3	4	5
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Can you name any member of staff who was particularly helpful or unhelpful to you and your family?

Date and time of Service?*

Name of Deceased*

*This information will only be used for staff training.

After Funeral Catering

Did you and your family use our Function Centre following your service?

Yes No

If Yes, please rate from (1) Poor to (5) Excellent how you found

The presentation and cleanliness of the rooms?

1	2	3	4	5
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The selected menu and the presentation of the food

1	2	3	4	5
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The staff that attended your function

1	2	3	4	5
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How would you rate your satisfaction level

1	2	3	4	5
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Comments:

Did you happen to visit our coffee shop and florist?

Yes No

If yes, how would you rate your experience there?

1	2	3	4	5
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Comments:

What led you to choose Macquarie Park for your service?

Please tick one or more.

- Recommended by a friend?
- Attended a service previously?
- Recommended by your funeral director?
If so, which one ?
- Heard about us from the radio or newspapers?
If so, which station or newspaper?
-
- Heard about us from a community talk that you attended?
- Have a relative or friend who was buried or cremated here?
- Attended an Open Day?
- Other?

Your name and email address (optional but appreciated)

Would you like advance email notice of special memorial events?

(Mother's Day, Father's Day, Palm Sunday, All Souls Day, Anzac Day etc.)

Yes No

If you could make **one** suggestion about how we could improve our service to you, what would it be?

Thank you, we really appreciate your time in helping us improve our services.

PAULINE TRITTON
General Manager

