



3139 Kutztown Road, Laureldale, PA 19605  
610.929.2613

GethCem.com



914 New Holland Road, Reading, PA 19607  
610.929.2613

*Serving Catholics and their Families since 1895.*

Gethsemane and St. Mary's Cemeteries view the opportunity to serve your family as a privilege and strive to provide a level of service and compassion that exceeds expectations while planning for your future needs. To help us continually improve, we are asking for your input, insights and recommendations regarding your recent experience at our Cemeteries. Please complete and return in the enclosed self-addressed stamped envelope.

Thank You,

A handwritten signature in black ink that reads 'Kemberly'.

Kemberly Soria, Executive Director

*Please fill out both sides completely*

**1. Your arrangement appointment . . .**

Exceeded expectations    Met expectations    Did not meet expectations

**2. Did you consider the family service counselor with whom you met...**

Caring  Yes  No   Knowledgeable  Yes  No   Patient  Yes  No   Helpful  Yes  No

**3. Did you receive your Personal Planning Organizer and was it explained to you?**    Yes    No

**4. Do you feel the benefits of pre-planning were fully explained to you?**    Yes    No

**5. Was enough time taken to fully explain all of your Burial options and answer all of your questions?**    Yes    No    N/A

**6. Was enough time taken to fully explain all of your Memorialization options, including Headstones and Memorials or Cameos, Emblems and Lettering?**    Yes    No    N/A

**Over >**

**7. How did you perceive our facilities and grounds?**

Clean?  Yes  No

Well Maintained?  Yes  No

**8. Did you receive a follow-up phone call from us after the meeting?**

Yes  No

**9. Why did you choose our cemetery for your burial pre-arrangements? (Check all that Apply)**

Family buried here  Recommendation  Advertisement  
 Local Reputation  Available burial options  
 Other \_\_\_\_\_

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**10. What were the most important factors for you when deciding to take the step of pre-planning your cemetery arrangements? (Check all that Apply)**

Eliminate future financial burden  Eliminate family burden  Best Selection  
 Ensure my wishes are known  Making decisions with everyone present

**11. If you could make a suggestion to the Director of Gethsemane Cemetery, what would it be?**

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Please provide the names of immediate family that you feel could benefit from receiving cemetery policies and procedures, lot location or available space information. These family members will also be associated with your loved one's record for when inquiries are made. All information provided remains confidential and is never shared outside of Gethsemane or St. Mary's Cemetery.

Name \_\_\_\_\_

Name \_\_\_\_\_

Relationship \_\_\_\_\_

Relationship \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Email \_\_\_\_\_