



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,

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 _____

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?

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 _____

Relationship _____

Address _____

City _____

State _____ Zip Code _____

Phone _____

Email _____

Name _____

Relationship _____

Address _____

City _____

State _____ Zip Code _____

Phone _____

Email _____