The Moore Family Funeral Homes

PREMIUM FUNERAL & CELEBRATION OF LIFE SERVICES

December 17, 2024

Dear Valued Families,

Thank you for allowing us to serve your family following your loved one's passing, and let me once again offer my sincerest condolences for your loss. We strive to treat every family we serve as if they were our own and I truly hope that you found our service exemplary.

In an effort to continually improve our service, I am asking you to take some time and complete the enclosed survey. This is my opportunity to learn whether your experience met every expectation. If not, I am interested to know how we could have better served your family.

Feel free to make any comments and return the survey in the self addressed and stamped envelope that is included.

As always, feel free to call me with any questions of concerns that you may have.

Sincerely,

David M. Moore, Owner
The Moore Family Funeral Homes
Hennessy-Bagnoli-Moore Funeral Home
(330) 376-4251
funeralhome@mooreffh.com
www.mooreffh.com

Aftercare Survey

Name:

Loved one we cared for:

Funeral Director:

Location:

Thinking about your experience working with The Moore Family Funeral Homes, how would you rate your overall satisfaction?

- ○ Excellent
- ○ Above average
- ○ Average
- ○ Below average
- ○ Poor

Comments:_____

How responsive to questions and concerns was the staff at The Moore Family Funeral Homes?

- ○ Extremely responsive
- ○ Very responsive
- ○ Moderately responsive
- ○ Not so responsive
- ○ Not at all responsive

Comments:_____

What is the likelihood that you would recommend The Moore Family Funeral Homes to someone if they asked you for your recommendation?

- ○ Definitely
- ○ Maybe
- ○ Unsure

Comments:_____

What, if anything could we have done better?

_____

_____

_____

_____

_____

What is the primary reason you chose to work with The Moore Family Funeral Homes? [Choose all that apply]

- ○ Previous Experience
- ○ Location
- ○ Funeral Home Reputation
- ○ Recommendation
- ○ Loved one had pre-arranged services
- ○ Price
- ○ Other:_____

Which of the following types of information can we provide to help you?

- ○ Grief support
- ○ Marker purchase
- ○ Marker date completion
- ○ Pre-planning guide
- ○ Fingerprint jewelry
- ○ Tribute slide show
- ○ Other:_____

Please rate your experience with the following items:

	Excellent	Good	Fair
Condition of facility	○	○	○
Variety of service options offered	○	○	○
Variety of merchandise options offered	○	○	○
Value for price paid	○	○	○
Staff dedication to making the process as easy as possible	○	○	○
Staff professionalism	○	○	○

Our Family serving your Family

The Moore Family

Funeral Homes

Hennessy Bagnoli Moore Funeral Home
Bacher Moore Funeral Home
Akron * Norton * Portage Lakes
330-376-4251 * 330-825-3633 * 330-644-0024
www.mooreffh.com

David M. Moore, Owner