

**FEDERATED FUNERAL DIRECTORS OF AMERICA, INC.**

**P.O. Box 19244 Springfield, Illinois 62794-9244**

(217) 525-1712

FAX (217) 525-2104

Michael Stowe  
2612 Golf Club Rd  
Danville VA 24540-0000



4835 B M48344-DA17115 20 B  
Norris Funeral Home, Inc.

Services for: Patricia Yeatts Stowe

08/14/17

**Federated provides accounting and business consulting services to independent funeral homes throughout the country. We thank you for selecting our member to serve your family and hope everything exceeded your expectations.**

**Please take a few minutes to complete this important survey on the reverse side. Your responses and comments will enable our member to better serve the community.**

*Thank you for your assistance.*

Please feel free to use this space for further comments.

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1. Please Rate

A. Our Staff and Services regarding:

- 1. First contact - courteous and helpful
- 2. Appearance of deceased
- 3. Visitation/Viewing
- 4. Funeral Ceremony
- 5. Appearance of our staff

Excellent-----	-----			Poor	
4	3	2	1	N/A	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

B. Your Arranging Funeral Director:

- 1. Was understanding and attentive
- 2. Listened and answered your questions
- 3. Presented a variety of services and merchandise
- 4. Provided enough time to make choices
- 5. Explained payment policies clearly and professionally

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C. Our Facilities and Automobiles:

- 1. Facilities - elderly and handicapped accessible
- 2. Facilities - updated and comfortable
- 3. Parking - ample and convenient
- 4. Automobiles - clean and in good condition

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D. Value of the Services and Merchandise:

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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E. Your Overall Satisfaction:

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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2. Why did you select this funeral home? (Check all that apply.)

- Previous Experience
- Location
- Reputation
- Other \_\_\_\_\_
- Recommended by: \_\_\_\_\_
- Deceased's Request
- Personally Knows Staff (name) Bobby Riddle; Frank Dolan
- Prearranged - Was it helpful?  Yes  No

3. Is there anything you would have changed about the service?  Yes  No

If yes, what: \_\_\_\_\_

4. Would you choose this funeral home again?  Yes  No

Why: (Check all that apply.)

- Staff
- Services
- Facilities
- Price

Other: \_\_\_\_\_

5. What was the most memorable thing about your experience? Compassionate staff; flexible with arrangements

6. Would you like information about prearranging?  Yes  No

Please mail to: Name \_\_\_\_\_

(if different from other side) Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Other contact info: Daytime # \_\_\_\_\_ Evening # \_\_\_\_\_

(if preferred) E-mail: \_\_\_\_\_

(please use other side for additional comments)