



Listed on the National Register of Historic Places
 Affiliations: The Aviation Trail; The National Aviation Heritage Area;
 Dayton Aviation Heritage National Historical Park

Dear Friend of Woodland,

At Woodland, we are very mindful of customer service and customer satisfaction. We have been entrusted with the permanent care of over 105,000 Daytonians and we take that responsibility seriously.

We survey every family we serve within a week or two of the burial or entombment. Below you will find the tabulated results and comments from every survey returned to us in 2009. No edits. No selective listing. All of them.

We know families have a choice and when that choice is Woodland, we want to know if we met expectations. We thought you might like to see how we're doing.

Thank you for visiting our website. Please call if we can of of service.

SERVICE SURVEY RESULTS

Date Received	Rating	Comment	City, State
2/24/2010	9	You were a wonderful Representative Crew. Thanks for everything.	Dayton, OH
2/22/2010	10	At the gravesite, there needs to be a carpet like material put down on top of the mud or soft ground so shoes are not in the mud. _____ we want to thank you for all you have done and for you personally coming to the chapel like you did for us. That meant the world to us.	Dayton, OH
2/22/2010	8	_____ was good in assisting us we appreciated all of her help. The experience was overall good.	Dayton, OH
2/10/2010	9	Send periodic fliers on special events/ invitations to come back for.	Powell, OH
2/10/2010	10	Excellent. Your assistance was excellent and much appreciated. Thank you.	Kettering, OH
2/5/2010	10	Thank you for your help in the celebration of our father's life.	Waynesville, OH
1/27/2010	10	Keep up the good work.	New Carlisle, OH
1/11/2010	10	Thanks for your professionalism, knowledge and sensitivity to a difficult time.	Dayton, OH

12/28/2009	10	Excellent. Keep up the <u>Great</u> work. Everything was done so Gracefully and Ms. _____ extended service for my family & myself. Thank you so much.	Dayton, OH
12/23/2009	9	Excellent. Very informative and helpful.	Miamisburg, OH
12/21/2009	10	Excellent. Keep serving the need.	Dayton, OH
12/21/2009	10	I received excellent service.	New Lebanon, OH
12/18/2009	9	We feel we were handled very professionally. We just feel the \$200 for engraving is very high.	Kettering, OH
12/18/2009	7	We have one complaint - and it is a big one. We were required to come to the cemetery a few days before burial to sign paperwork. This created a major problem for us and seemed totally unnecessary. This would and should have been handled by the funeral director. We were told that only one time was available - 12 noon. This was completely inconvenient. In dealing with other cemeteries in the area (David, Centerville) we have not had to deal with this inconvenience at such an unhappy and busy time.	Centerville, OH
12/18/2009	10	Your service was excellent - I can think of nothing that needs improved. Everyone was very very nice.	Dayton, OH
12/17/2009	10	All was done excellently and we thank you.	Dayton, OH
12/17/2009	10	Excellent. I was very pleased with your friendly/ helpful service.	Xenia, OH
12/17/2009	10	Very caring staff.	Fairborn, OH
12/14/2009	10	We were very pleased.	Englewood, OH
11/27/2009	10	We were very pleased with the care and service we received for our needs. Thank you very much!	Kettering, OH
11/25/2009	8	You guys did a superb job. Thanks.	Kettering, OH
11/23/2009	10	You did an excellent job. We're very pleased with your service and honesty.	Dayton, OH
11/23/2009	9	Have weekend coverage.	Kettering, OH
11/16/2009	7	Good. Didn't like the sales pressure for an extra lot.	Miamisburg, OH
11/16/2009	10	Not happy with grave sited for other Loved ones.	Dayton, OH
11/16/2009	10	I was very pleased.	Dayton, OH
11/16/2009	10	Excellent. You were all so nice. Thank you!	Beavercreek, OH
11/16/2009	9	We were very pleased with your service.	Dayton, OH
11/9/2009	8	Try to be accomodating to customers' schedules esp. out of town.	Powell, OH
11/9/2009	9	Excellent. A map would be helpful. Two of our cars made a wrong turn causing us to be a little late.	Dayton, OH

11/5/2009	10	Excellent. Nothing more to say - But thank you.	Tipp City, OH
11/2/2009	9	Level headstones prior to the graveside service.	Scottsdale, AZ
11/2/2009	-	Excellent. I was a little distraught at the time but as far as I remember, you did an excellent job and I thank you.	Kettering, OH
10/29/2009	10	You made the whole process a blessing to my entire family. Thank you.	Plam Beach Gardens,
10/29/2009	10	Erin, your graceful kindness was very appreciated. Thanks so much.	Dayton, OH
10/27/2009	10	Your service did meet and exceed our expectations. Thank you so much.	Riverside, OH
10/27/2009	10	Thank you!	Trotwood, OH
10/27/2009	10	Excellent. Can not think of one thing, as you provided us perfect service. But, if I should think of something, I shall let you know.	Riverside, PA
10/27/2009	10	Excellent	Loveland, OH
10/27/2009	9	We didn't have the red, white and blue tent.	Beavercreek, OH
10/26/2009	10	Thank you, Helen, for your help, everything went smoothly.	Kettering, OH
10/26/2009	10	Everything was just right.	Dayton, OH
10/26/2009	10	Portable wheelchair ramp for over low curbs.	Clayton, OH
10/15/2009	9	Please continue your considerate and caring attitude.	Dayton, OH
10/15/2009	9	Only perfection rates a "10" and no one is perfect.	Kettering, OH
10/5/2009	8	Good	Dayton, OH
10/2/2009	9	Good	Huber Heights, OH
9/30/2009	8	Did the best you could with weather & ground conditions.	Centerville, OH
9/28/2009	10	Excellent	Columbus, OH
9/28/2009	7	Good	Winston Salem, NC
9/28/2009	10	Thank you so much for your help and your compassion.	Dayton, OH
9/23/2009	10	Wine and cheese after service, a cost that should be added to the services.	Dayton, OH
9/21/2009	10	Great job all around, thank you.	Trotwood, OH
9/18/2009	10	Thank you so much. God Bless all of you.	Cincinnati, OH
9/18/2009	10	Thank you.	Dayton, OH
9/17/2009	10	Made our grief seem easy, tough times but helped throughout all days on our visit. A+++...	Dayton, OH

9/11/2009	10	Keep treating your customer as you currently do. Your staff is excellent.	Dayton, OH
9/8/2009	10	Excellent. Continue to be kind and caring. Thank you!	Dayton, OH
9/8/2009	10	Excellent	Trotwood, OH
9/7/2009	10	Excellent	Dayton, OH
9/4/2009	10	Helen, Thank you do much for your warmth and graciousness. You and everyone at Woodland do Holy work. Thank you for being there in our time of grief and need	Kettering, OH
9/2/2009	10	Helen was wonderful!	Centerville, OH
9/2/2009	10	More decorative urns to choose from on site. Anita was very patient and easy to work with. She & Erin met with us several times as we decided on the best mausoleum space & urn for our parent's ashes. We look forward to a conitnued relationship with both of them.	Dayton, OH
9/2/2009	10	Excellent	Union, OH
8/26/2009	10	Thank you, again Anita!	Humble, TX
8/24/2009	10	Excellent says it all!	Cincinnati, OH
8/24/2009	10	Thank you for all your help.	Waynesville, OH
8/4/2009	10	Helen was prompt and helpful and patient.	Athens, OH
7/31/2009	-	It is very offensive & inappropriate to ask if bereft family has pre arranged funeral plans. Not a good time for a sales pitch.	Cincinnati, OH
7/22/2009	9	You helped us through a difficult time.	Dayton, OH
7/16/2009	9	Thank you for your help in the service you provided.	Kettering, OH
7/15/2009	10	It would be nice if there was more flowers as you come through the gate off Waldo. The cemetery is always beautiful.	Kettering, OH
7/15/2009	10	Keep on doing what you are doing. Thank you so much, your service for us was excellent.	Dayton, OH
7/13/2009	5	Staff friendlier & more compassionate	Riverside, OH
7/9/2009	7	The grounds are looking bad, hire a new landscaping company. We paid for PERPETUAL care!! Helen, you do a good job. Thank you.	Dayton, OH
6/30/2009	10	Everything was handled very professionally. Thank you.	Dayton, OH
6/17/2009	10	Excellent	Dayton, OH
6/8/2009	10	Thank you for taking care of my mom	Englewood, OH
6/8/2009	10	Exceptional service!	Centerville, OH
6/3/2009	9	Excellent	Kettering, OH

6/1/2009	9	Excellent	Dayton, OH
6/1/2009	10	Your hugs felt so good and made me feel secure. Thank you.	Centerville, OH
5/27/2009	10	We appreciate your payment plan for the marker	Dayton, OH
5/26/2009	10	Excellent	Carmel, IN
5/20/2009	9	Excellent	Kettering, OH
5/20/2009	10	I wasn't aware that you could have a viewing & funeral then cremation until too late. Otherwise, I would have selected a niche & an urn. This probably should have been explained by the funeral home, but in my case, I visited you first. May help future families in their decision making.	Huber Heights, OH
5/20/2009	10	Everything was done perfectly and compassionately	Dayton, OH
5/15/2009	10	Very well done	Wapakoneta, OH
5/15/2009	9	Good	Dayton, OH
5/5/2009	10 plus	Don't change a thing	Dayton, OH
5/5/2009	10	Please contact me regarding several other sites	Dayton, OH
4/29/2009	9	Good	Palm Desert, CA
4/29/2009	8	Suggestions: Procedures & policies were not well known; specific requests such as music during visitation & no music during the memorial were confused or opposite. Having to run & get the cartaker instead of him being ready & waiting to take box to grave. Not having a speaker system was hard to talk over music. Trying to charge for second interment of previous arrangements signed for was disconcerting. Hope these are helpful.	Dayton, OH
4/28/2009	10	Well pleased with all the service	Dayton, OH
4/24/2009	10	Beautiful & well kept up. Very helpful & courteous. Thanks!	Toledo, OH
4/24/2009	10	Excellent	Clayton, OH
4/22/2009	10	Your services were great	Kettering, OH
4/22/2009	10	Thanks & God Bless	Dayton, OH
4/22/2009	10	It was our first experience with this type of burial. Everything exceeded our expectations. I feel my husband is safe & in good hands.	Beavercreek, OH
4/14/2009	10	I don't think you need any more recommendations, you are doing a fine job with everything.	Huber Heights, OH

4/14/2009	1	Your representative was completely unaware of our appointment time and needs even though we had called the day before and set up the appointment. She was obviously frustrated with a lack of communication internally. Additionally, she kept using the wrong name. We were not at all satisfied with the treatment we received.	Centerville, OH
4/13/2009	9	The staff was thoughtful, considerate and careful in dealing with my mother's remains. She picked a good place for her (and my father's resting place).	Livingston, TX
4/7/2009	8	The mausoleum chapel was a beautiful & convenient facility. Our elderly pastor & handicapped relative had trouble getting to the gravesite.	Oakwood, OH
4/7/2009	9	Excellent military service	Anna, OH
4/3/2009	10	Thank you so much for all of your help & compassion. You have a difficult job & I commend you for your strength to help others.	Riverside, OH
4/1/2009	6	Give complete information to client as to what information should be brought to Woodland so the paperwork can be completed.	Dayton, OH
3/26/2009	9	Have a Saturday crew at no extra charge	South Vienna, OH
3/20/2009	10	Thanks for your assistance	Dayton, OH
3/18/2009	10	Just keep doing the service you are doing now. Thank you.	Dayton, OH
3/17/2009	10	The family was extremely pleased	Dayton, OH
3/13/2009	10	Please give me a call concerning a plot for me & my wife	Dayton, OH
3/13/2009	10	Everything was handled in an excellent manner	Dayton, OH
3/13/2009	10	I was very grateful for your help	Dayton, OH
3/12/2009	10	Thank you. I hope to come in soon to buy other place next to us.	Trotwood, OH
3/12/2009	9	Thank you very much for all of your help	Miamisburg, OH
3/12/2009	10	Everything went well, only regret we had to use it so soon. Don't see how you could improve.	Centerville, OH
3/11/2009	10	Thank you for your patience in driving us around to the various sites	Centerville, OH
3/6/2009	10	Please dig up fir tree roots by gravesite so we could have a dogwood tree planted. Realign grave stone that is not straight.	Dayton, OH
3/5/2009	10	I was there in January and had a bad experience. I am disappointed that you cannot have items left on headstones. That should not effect mowing, other cemetery's do it, they have color & living people can display their feelings	Centerville, OH
3/4/2009	8	I have no complaints, everything was perfect	Dayton, OH
3/4/2009	10	We were very happy with the plaque and appreciate greatly the rush job in getting it ready on time.	Dayton, OH

3/2/2009	10	Keep up the good work	Huber Heights, OH
2/26/2009	10	All I can say is I absolutely love your cemetery. It is a beautiful place. I am so happy, honored and feel blessed that I got to bury my father in this particular cemetery. Just after a couple times of visiting it years ago I always said when the time comes, I want my dad to be buried here. Also I would recommend your cemetery to any and everyone. Thank you so much for everything.	Dayton, OH
2/24/2009	9	I think you are doing a good job	Dayton, OH
2/23/2009	8	When temperature is that cold you should have a tent to get out of weather	West Carrollton, OH
2/23/2009	10	Thanks & God Bless	Dayton, OH
2/23/2009	10	Keep as wonderful as you are and also the fellow who interred my wife's cremains	Columbus, OH
2/17/2009	9	Very clean, friendly staff, nice facility	Trotwood, OH
2/17/2009	10	Everything was very nice, thank you.	Riverside, OH
2/13/2009	10!!!!!!	The mausoleum was beautiful, we loved the music. Everything was wonderful, your staff was very patient & kind and very helpful. Your facility is very quiet and peaceful, it was the best choice for our mother. We can't say enough about Woodland. It was a blessing to work with you. I would love to learn more about the history of Woodland, thank you and God bless.	Dayton, OH
2/13/2009	10	Two experiences within 100 days, and all is well. Thank you very much	Dayton, OH
2/9/2009	6	Please keep your grounds totally clear! Our horses couldn't make it to the final resting place and my mother fell to the ground	Dayton, OH
2/9/2009	10	Please remove rocks in the Spring & put more topsoil on gravesite	Dayton, OH
2/6/2009	10	The service exceeded my expectations, Thank you.	Dayton, OH
2/2/2009	10	Thank you for clearing the snow to the gravesite. It was very well done and a huge help.	Dayton, OH
1/28/2009	10	Continue to stay as understanding of your clients feelings, it really makes a difference. Thank you	Dayton, OH
1/28/2009	10	When will we be getting the laminated obituaries	Columbus, OH
1/21/2009	10	Name your streets - like Calvary has theirs	Dayton, OH
1/14/2009	10	Everyone we worked with was wonderful	Huber Heights, OH
1/12/2009	10	Continue your efficient & caring ways. Thanks.	Greenbelt, MD
1/12/2009	10	Everything was great - thank you so much	Dayton, OH

1/9/2009	10	Everything was handled professionally and compassionately	Dayton, OH
1/5/2009	9	Everything went smoothly in spite of our short time line. Thank you.	Dayton, OH

RATINGS RECEIVED WITH NO COMMENTS ADDED

9.937 There were 92 surveys returned from January 5 through February 10, 2010 with no comments. Average rating was 9.937

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