



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 be of service.

**SERVICE SURVEY RESULTS**

Date Received	Rating	Comment	City, State
8/10/2011	10	Excellent. Very warm during services.	Xenia, OH
7/18/2011	8	None	Dayton, OH
7/18/2011	9	Good. Lower your cost for stones.	Clayton, OH
7/18/2011	10	Excellent	Dayton, OH
7/18/2011	10	Excellent	Dayton, OH
7/18/2011	9	Excellent	Centerville, OH
7/18/2011	-	Excellent. Thank you so very much in my time of need!	Dayton, OH
7/15/2011	10	Everything was wonderful.	Dayton, OH
7/15/2011	10	Excellent	Dayton, OH
7/15/2011	9	_____ was very professional and cared for our needs, which made the experience much easier for me.	Dayton, OH
7/15/2011	10	Thanks again for providing pall bearers, our two meetings were very informational, thanks for going to check out gravesite to make certain it was the correct space.	Dayton, OH

7/15/2011	10	None-everything was prepared for us perfectly and all went very smoothly. Thank you ____!	Kettering, OH
7/15/2011	10	I was so pleased with Mom's service, burial, and communication with _____. Thank You!	Dayton, OH
7/7/2011	10	You have always been very helpful beginning in Nov. 1970 when my husband died, daughter in July 1972, 1975 grandmother, 1982 sister, 1986 father. You can always expect to be called upon.	Dayton, OH
7/7/2011	10	Excellent	Kettering, OH
7/7/2011	10	Thank you for your sincerity & compassion regarding my Mom's passing and her interment at your mausoleum. The loss for myself is almost unbearable.	Beavercreek, OH
6/28/2011	9	I can't think of anything I would change at this point.	Centerville, OH
6/28/2011	10	The process of getting to the cemetery was long so we arrived late but _____ was understanding. The only thing that needed changing was my mom's name. (They had her last name first.)	Englewood, OH
6/20/2011	9	Good	Centerville, OH
6/20/2011	10	My only suggestion is to clean the other grave markers of grass clippings	Stow, MA
6/13/2011	10	Keep up the good work! _____, you are one in a Million.	Dayton, OH
6/10/2011	10	Very Responsive, could you send a picture of headstone when in	Bessemer, AL
6/10/2011	10	Excellent. Everything was perfect. Thank you very much.	Dayton, OH
6/10/2011	10	I really appreciated that I had the opportunity to be present when they put the vault over the casket and lowered my mother-in-law in the ground and put the first dirt on the casket.	Dayton, OH
5/10/2011	10	The tour was a bright part in the otherwise "dark" time. Thank you	South Vienna, OH
4/30/2011	10	Thanks to _____, everything was went well.	Dayton, OH
4/21/2011	1	Poor. I am a purple heart, CIB, Combat Veteran of the 25th Inf. Div. Shame on you for trying to rob and cheat me, as I grieve the loss of my mom!	Dayton, OH
4/18/2011	10	Excellent.	Englewood, OH
4/12/2011	10	_____ provided great service and handled all the family needs well. Thank you!	Beavercreek, OH
4/8/2011	10	Just keep _____ here. They help to make things easier to bear at a sad time.	Riverside, OH
3/30/2011	10	Excellent. Keep up the good work.	Beavercreek, OH
3/28/2011	10	_____ was wonderful and felt like part of the family - they made a very difficult task as pleasant as it could possibly be.	Dayton, OH

3/28/2011	9	Good. Thanks to the grounds staff for the raking and clean-up at the grave site.	Kettering, OH
3/23/2011	10	Excellent.	Kettering, OH
3/23/2011	10	Your services were great. Thank you so much.	Dayton, OH
3/18/2011	8	Good.	Dayton, OH
3/18/2011	8	I was happy with the service I received. I've never dealt with this before and it was an easy process.	Kettering, OH
3/17/2011	10	Excellent. Keep up the excellent work! Everything was nicely done! Thank you very much! God Bless you all! Thank you!	Dayton, OH
3/17/2011	8	One of the arrangements from the florist was misplaced and never made it to our service. No one knows what happened to it. That was upsetting.	Huber Heights, OH
3/14/2011	10	Excellent.	Kettering, OH
3/14/2011	10	No suggestions. Everything was excellent. Thank you, ____.	Farmington Hills, MI
3/14/2011	6	Our Pastor was not able to attend the gravesite service due to an emergency. It could be nice if Woodland could have a back-up Pastor for situations such as this.	Summerfield, FL
3/11/2011	10	Very good job and BEAUTIFUL SERVICES AT GRAVESIDE.	Beavercreek, OH
3/10/2011	~	Excellent. Please continue doing as you are today. However, please send me a copy of the tour on CD.	Rogers, MN
3/8/2011	10	The staff did an excellent job. <u>Thank you</u> .	Dayton, OH
3/5/2011	10	Excellent. We were very happy with the service and the representative, thank you.	Germantown, OH
3/5/2011	10	Excellent. Your services were beautifully coordinated, quite polished, and sensitively planned. "Crème de la Crème." Thank you.	Dayton, OH
3/4/2011	10	Excellent. The need to come in and sign <u>before</u> grave opening is not helpful as now many family members live out of town/state - Funeral Home is authorized to sign as agent. Thanks.	Lima, OH
3/3/2011	8	You did a wonderful job in which I would like to thank you very much.	Xenia, OH
3/3/2011	10	Excellent. Never had to make an arrangement before, no recommendations.	Dayton, OH
3/3/2011	10	Excellent. ____ was awesome. We felt like they cared for us and was genuine. Very knowledgeable and professional.	Trotwood, OH
2/25/2011	10	Your services were excellent. Thank you for making it so much more painless for us.	Cincinnati, OH
2/23/2011	9	Thank you!	Englewood, OH

2/22/2011	10	You're the best!	Trotwood, OH
2/21/2011	9	Excellent. Don't like the family follow-up process - too soon to talk personal planning.	Kettering, OH
2/21/2011	~	Excellent. Thanks to everyone. God Bless each one of you.	Dayton, OH
2/15/2011	10	Excellent. Everything was beautiful. All of you did a wonderful job.	Suwanee, GA
2/14/2011	~	Excellent.	Dayton, OH
2/14/2011	10	Thank you.	Miamisburg, OH
2/14/2011	10	Excellent. ____ did an exceptional job helping our family. They went above and beyond.	Dayton, OH
2/14/2011	10	____ has been very helpful in this, our time of deep sorrow. God Bless.	Enon, OH
2/14/2011	10	Kudos to ____ for their handling of the ceremony.	Dayton, OH
2/9/2011	10	Great job. Thank you.	Xenia, OH
2/9/2011	9	Excellent. Revise marker orientation on plot map.	Dayton, OH
2/4/2011	10	Excellent. I was completely satisfied. Thank you!	Dayton, OH
2/4/2011	10	____ was a helpful person in my time of sorrow. Take good care of the ink pen. :)	Dayton, OH
2/4/2011	10	Excellent.	Kettering, OH
2/3/2011	10	Continue to give excellent customer service.	Dayton, OH
2/1/2011	10	Excellent. ____ went out of their way to help us. Thanks!	Springfield, OH
1/28/2011	10	Personal, friendly and sensitive. Very much appreciated.	Dayton, OH
1/26/2011	10	Excellent. The only issue we had were some people getting lost at the cemetery. Other than that, it was outstanding.	Trotwood, OH
1/26/2011	10	It was a very pleasing experience. The Mausoleum is beautiful.	Trotwood, OH
1/26/2011	10	Good.	Beavercreek, OH
1/26/2011	10	Excellent. I appreciate that everyone was understanding and there were no pressure sales.	Centerville, OH
1/21/2011	10	Excellent. ____ was very helpful.	Centerville, OH
1/20/2011	10	Our only minor glitch was that we were told that we could have the services inside. We told the elderly to come only to find that the inside was already booked. We were not able to make the services under the tent. Too icy. Otherwise, the staff, ____ and all were great!	Beavercreek, OH
1/20/2011	10	you made something difficult much easier than I thought it would be. You truly blessed our family. Thank you.	Kettering, OH

1/19/2011	8	Maybe keep Wayne Ave. gate permanently unlocked? No? How about issuing a combo to a lock to "trusted" loved ones?	Orlando, FL
1/19/2011	10	Excellent. Everything was excellent. Also, thank you for your patience with us.	Dayton, OH
1/14/2011	10	Excellent. Very pleased.	Dayton, OH
1/14/2011	-	Excellent. Could put some cinders or salt on the hilly roads when it snows. [Issue addressed to Woodland's Ground Staff]	Dayton, OH
1/13/2011	10	Excellent.	Yellow Springs, OH
1/10/2011	9	Service was fine. This was my first, so I was not sure what to expect.	Highland Hills, OH
1/10/2011	10	Your staff was very helpful and considerate.	Miamisburg, OH
1/4/2011	10	Excellent.	Fairborn, OH
1/4/2011	10	Your employees did an excellent job in taking care of our needs.	Kettering, OH
12/29/2010	10	Excellent	Palm Desert, CA
12/29/2010	10	Our experience of a memorial service in your chapel was very nice - no real suggestions.	Oakwood, OH
12/27/2010	10	We so appreciated everything ____ did for us. They were just the greatest person to deal with during this awful time in our lives. They were very professional and KIND. That mean SO much to me! Thank you, ____ from the bottom of my heart!	Dayton, OH
12/23/2010	10	Excellent. Could you please send a picture after the headstone is lettered? Thank you.	Niantic, CT
12/23/2010	10	Excellent. Worked very well for our family as we needed to work with you from out of state.	Des Plaines, IL
12/23/2010	10	Everything has been excellent. Everyone has really been helpful.	Dayton, OH
12/17/2010	10	Thank you!	Cincinnati, OH
12/15/2010	10	Keep up the good work!	Columbus, OH
12/15/2010	10	Thanks!	Kettering, OH
12/10/2010	10	____ - Your kindness and professional help was greatly appreciated!	Oakwood, OH
12/3/2010	10	____ was very professional & willing to assist. Great assist to Woodland.	Dayton, OH
12/8/2010	10	Excellent. We found all service and questions handled wonderfully and could not have been treated better. _____, you have been great to work with. You are perfect for your job!	Kettering, OH

12/8/2010	9	When questioning prices for any service plot; vault both high and low end; also make sure people are told up-front about times for Saturday before & after 12 noon.	Trotwood, OH
12/7/2010	10	Excellent.	Chicago, IL
12/1/2010	~	Admirable.	Dayton, OH
11/30/2010	10	Excellent. Everything was fine.	Chicago, IL
11/23/2010	10	With the terrible weather the previous night, the preparation at the gravesite was handled perfectly. Thank you.	Beavercreek, OH
11/22/2010	9	Thank you so much for going the extra mile!	Columbus, OH
11/17/2010	10	Excellent. Thank you ____ for taking the photos - I will forward them to my sister when I receive them!	Ponte Vedra Beach, FL
11/12/2010	10	Excellent. Keep up the good work!	Dayton, OH
11/11/2010	10	Excellent. I have been dealing long-distance with ____ for the past 18 months - before either of my parents had passed away. They are both gone now and we recently buried both their ashes in your beautiful cemetery. From the very beginning to the day we buried Mom & Dad ____ was wonderful to deal with!	Glastonbury, CT
11/11/2010	10	You're Great!	Kettering, OH
11/11/2010	10	Thanks so much for everything!	West Carrollton, OH
11/8/2010	10	Excellent. Everyone was wonderful.	Longwood, FL
11/8/2010	10	Excellent. For my personal experience there were no improvements needed. Thank you so much.	Kettering, OH
11/8/2010	~	Excellent. We really appreciated your arranging the location of the service so we didn't have to walk up the hill -- particularly those of us who have difficulty walking.	Dayton, OH
11/5/2010	10	Thanks!	Dayton, OH
11/5/2010	10	Just continue with the excellent work that is being done.	Dayton, OH
11/5/2010	9	Excellent. I was very pleased. It was very professional. I appreciated all your concerns for the family, the addition of the microphone system and _____'s help. Thank you.	Dayton, OH
11/5/2010	8	The staff is very helpful, courteous, and professional.	Oregonia, OH
10/28/2010	10	The staff went above and beyond. We will appreciate it if the graves of my loved ones can be seeded/sodded in a timely fashion.	Kettering, OH
10/28/2010	10	We were totally satisfied with the arrangements.	Longboat Key, FL
10/27/2010	10	Thank you for handling everything at your end for my dad. There's a lot to do so not having to worry about your end helps.	Dublin, OH
10/27/2010	10	Excellent.	Dayton, OH

10/22/2010	10	Excellent.	Centerville, OH
10/20/2010	10	Excellent. Your service was wonderful - much more than we had expected. Thank you!!	Dayton, OH
10/20/2010	9	Excellent.	Dayton, OH
10/18/2010	8	Good.	Vandalia, OH
10/18/2010	10	Excellent. Just keep up the good work!	Beavercreek, OH
10/18/2010	1	Poor. High Pressure, inappropriate times, and over-bearing sales... reminds me of car sales! _____ isn't leasing property - too pushy!	Bellbrook, OH
10/13/2010	10	Excellent. Very caring and helpful. Thank you.	Kettering, OH
10/13/2010	10	Your workers have done a real good job.	Dayton, OH
10/8/2010	10	Thank you _____ for your kindness and that wonderful tour.	New York, NY
10/6/2010	10	Thank you all for being so kind and helpful to our family.	Dayton, OH
10/4/2010	10	_____ was very caring and professional. Couldn't ask for more. Thank you very much.	Kettering, OH
9/29/2010	10	_____ was superb - couldn't ask for better service, response, or care.	Littleton, CO
9/28/2010	10	Keep on doing what you are already doing. Your service is superior.	Dayton, OH
9/28/2010	10	Thank you for all of your help and great staff!	Centerville, OH
9/14/2010	10	It was very smooth, keep up the good work!	Centerville, OH
9/6/2010	10	Your client relations procedures created obstacles for us when we wanted a simple question answered.	Troy, MI
8/30/2010	10	Insure that graves are centered over the burial sites and that blue print plans are correct. In my case, both were in error.	Dayton, OH
8/27/2010	10	Seems to be some gravel around walking path for Lookout that can be treacherous for the elderly. _____ was great.	Englewood, OH
8/27/2010	10	Thank you for your kind, caring treatment of our family.	Beavercreek, OH
8/25/2010	10	Your services exceeded all my expectations. Everything was perfect from the planning to the end of the service.	North Las Vegas, NV
8/23/2010	10	Anita was absolutely wonderful during a very difficult time. Thank you so much!	Sugar Creek, OH
8/23/2010	10	_____ was professional yet provided warmth and spiritual compassion during a very difficult time.	Trotwood, OH
8/22/2010	10	Excellent. _____, your concern and sensitivity helped to make an unimaginable ordeal less painful. Thank you.	Dayton, OH

8/20/2010	10	All the details were handled with great respect for us and the entombment was also with respect. I was well pleased.	Huber Heights, OH
8/20/2010	10	Don't change anything! The memorial service was just beautiful. Everyone of the staff was so nice and very caring to all of us. Such a peaceful place.	Riverview, FL
8/20/2010	10	Keep on providing the services you have been giving. Thank you.	Dayton, OH
8/18/2010	10	You worked with the funeral director so I did not have to get involved with final arrangements. I appreciate the quality of the mausoleum and its maintenance.	Lebanon, OH
8/18/2010	9	Everything seemed to be organized. I would suggest more chairs at the burial site: consider age of group and size of family. Thank you!	Covington, OH
8/17/2010	10	Keep up the great service _____ provided.	New York, NY
8/16/2010		Good.	Jacksonville, FL
8/16/2010	10	The flags were beautiful for the military service. And it was very nice of you providing water! Thank you!	Kettering, OH
8/15/2010	10	Just keep treating people in the same manner I was and your company will continue to succeed.	Dayton, OH
8/12/2010	10	We appreciate all your help.	Dayton, OH
8/9/2010	10	Very well taken care of - the nicest people - thank you	Dayton, OH
8/6/2010	9	_____ was wonderful. Only problem I had was when _____ was out and someone else tried to help.	Tucson, AZ
8/6/2010	9	Was very pleased with the services you all provided.	Yazoo, MS
8/6/2010	10	Continue to provide the professional, ethical service we received!	Centerville, OH
7/30/2010	N/A	It was upsetting to us that a sales pitch was made when we met with the Woodland rep.	Kansas City, MO
7/28/2010	10	The wonderful kindness shown to our family has helped us through this trying time.	Dayton, OH
7/28/2010	10	Appreciated the services by _____ - and the water bottles on a very hot day.	Dayton, OH
7/22/2010	10	_____ had a combination of both professionalism and being personable! Again, thank you!	Raleigh, NC
7/22/2010	9	Thanks for all the assistance.	Kettering, OH
7/21/2010	7	Recommend that that staff of Woodland Cemetery, Arboretum and Foundation continue your excellent service.	Dayton, OH
7/21/2010	10	Excellent. Thanks _____, I'll be contacting you soon about another lot.	Dayton, OH

7/14/2010	10	Excellent. _____ was very helpful during this painful time of losing my grandparents. Thank you.	Bailey, CO
7/14/2010	10	_____ provided us with caring and dedicated service. She went above and beyond in helping us! Thanks!	Dayton, OH
7/14/2010	10	Service is excellent - but too many branches and twigs to trip on - can maintenance pick them up?	Englewood, OH
7/14/2010	10	Excellent. Very thorough and kind and patient staff. The chapel was very nice and relaxing (calming).	Beavercreek, OH
7/10/2010	10	I am so thankful that mom is buried at Woodland. It is a beautiful site in a beautiful special cemetery. Since I unexpectedly needed to pay for the plot, etc. I was so thankful that it was so reasonably priced. The service that I received from _____ was exceptionally great. I really felt like she cared for my mom and my family's grief. She is very genuinely warm and caring. I looked at _____ Cemetery first and found my experience to be horrible. Again I am so thankful that Woodland is such a wonderful place. Thank you for everything.	Liberty Township, OH
7/10/2010	10	Excellent. I grew up in the area of Medford St.- etc. and this has always been my family and friends' so to speak home Cemetery. I'm already down there at least a few times a week etc., and of course where I'll be also!	Kettering, OH
7/10/2010	10	Thank you so much.	Englewood, OH
7/7/2010	~	Excellent. Just continue the good service you gave my loved one and others.	Dayton, OH
7/7/2010	10	Woodland was very professional, cooperative, and accommodating. Thank you.	New Philadelphia, OH
6/30/2010	10	I have been pleased with your service. You have my gratitude.	Yellow Springs, OH
6/25/2010	8	Thank you for services provided - my family for both parents.	Kettering, OH
6/24/2010	10	Cannot add anything new to your service. All our needs were answered. Thank you again.	Trotwood, OH
6/23/2010	10	Thank you for having everything so organized. Small bottles of water would be a nice touch for speakers.	Centerville, OH
6/21/2010	10	_____, you were a very great help for me, again. Thank you. Maybe you could expand your services as to be able to handle direct cremation - transportation.	Miamisburg, OH
6/21/2010	9	Excellent. Very good, personal service, especially _____. We will need follow up on the headstone.	Dayton, OH
6/18/2010	10	Keep doing what you are doing.	Boulder, CO
6/16/2010	7	Don't tell funeral director - Must pay an extra 1 hour payment for set up time!!	Bellbrook, OH

6/16/2010	10	I was completely satisfied.	Huber Heights, OH
6/11/2010	10	Excellent. Our friends purchased the niche beneath ours - that speaks for itself!	Centerville, OH
6/4/2010	10	Thanks for everything!	Dayton, OH
6/1/2010	10	Excellent. Need trash cans in various locations. I found a 40 oz. beer bottle in a tree near my husband's grave. Couldn't discard because of no trash cans and Ohio's open container law.	Bellbrook, OH
5/24/2010	10	Service was great. It met about every one of my expectations.	Kettering, OH
5/21/2010	10	Excellent. Everything was exceptional. _____ was caring and patient with us.	Beavercreek, OH
5/18/2010	10	Our family really feels _____ was great and helped us feel more at ease with dealing with our process.	Yorkshire, OH
5/17/2010	10	Very professional and personal feeling.	Bean Station, TN
5/12/2010	56	Just found this - thought I had sent it a long time ago! You were just the best! Your service and care were superb! Thanks!	Rockville, MD
5/11/2010	10	My father, mother and father's parents are all in niches in the mausoleum. It is comforting to know they are in such a beautiful and well maintained place.	Kettering, OH
5/7/2010	10	You exceeded my expectations.	Dayton, OH
4/26/2010	10	I received timely information, was given a chance to ask questions and it went well with my mother's interment in the Mausoleum. _____ was wonderful to work with.	Dayton, OH
4/23/2010	10	Payment plans even in emergency. Longer payment plans if needed.	Dayton, OH
4/23/2010	7	It took a good ten minutes for your people to find tissues at the chapel.. How could you not have tissues readily available at a funeral chapel?	Vandalia, OH
4/22/2010	10	Continue to provide the same excellent service. We watched until my husband had been completely laid to rest. The workers were very cooperative as we stayed over.	Dayton, OH
4/22/2010	10	Thank you for your care & concern in handling the remains and in accommodating family on tour of property.	Eaton, OH
4/22/2010	10	Everything was great.	Brooksville, FL
4/21/2010	10	Thanks for everything!	Clayton, OH
4/19/2010	10	Thank you for all your help.	Largo, FL
4/14/2010	10	Your service was excellent. Please know that we appreciate your good work.	Louisville, KY
4/14/2010	10	_____ was prompt and attentive.	Hesperus, CO

4/14/2010	10	_____ was very helpful in our time of need. I would recommend her assistance to everyone.	West Carrollton, OH
4/12/2010	9	We were quite disappointed that we could not hear the CD we had requested for the end of the service. Everything else was perfect and we were treated very well.	Dayton, OH
4/8/2010	6	Good	Kettering, OH
4/7/2010	10	Everything went smoothly and it was a beautiful service. Thanks for your help. Let us know when the headstone is done.	Dayton, OH
4/7/2010	8	Keep up the good work. Thank you very much.	Trotwood, OH
4/5/2010	9	The warmth and friendliness of _____ and the staff made the whole event easy and comfortable. The facilities are gorgeous! We are so very grateful to you all!	Oregonia, OH
4/5/2010	8	Earlier notification of needs for your performance	Bradenton, FL
3/31/2010	10	Just keep up the great work. Stay very professional and pleasant. Thank you.	Englewood, OH
3/31/2010	8	Please continue to be patient and understanding when clients are making their very difficult decisions in such a short span of time.	Dayton, OH
3/31/2010	10	Excellent. _____ was just wonderful.	Round Rock, TX
3/31/2010	6	Other than paying (and then refunding) for a marker I didn't need, all went well. I did appreciate your moving the final service close to the sidewalk. It helped my not being able to make the trip to the gravesite.	Detroit, MI
3/30/2010	10	_____ was a wonderful resource for any/all questions or assistance needed. Every interaction with her was a positive experience; Professional yet warm.	Miamisburg, OH
3/29/2010	-	Excellent. I ask that you please sow the proper grass seed under the tree and all around our grave - grass is not there & the graves are all muddy. Thank you so much!	Dayton, OH
3/25/2010	10	I appreciated the way everything was set up for my dad's burial. It looked beautiful with the flags honoring my dad. _____, you were very respectful and caring as well as the grounds staff. Thank you.	Dayton, OH
3/24/2010	9	Thanks again!	Kettering, OH
3/24/2010	9	Thanks for all your extra effort with completion of vases at family plots - Wonderful	Dayton, OH
3/22/2010	9	Thank you for your help.	Kettering, OH
3/19/2010	10	Thanks	Dayton, OH
3/19/2010	10	My thanks to everyone.	West Carrollton, OH

3/15/2010	10	Excellent. We appreciate the kindness and efficient burial process for our mother. We have no recommendations for improvement.	Beavercreek, OH
3/12/2010	10	_____ was very kind. She was very well prepared for my appointment and explained everything very well. I feel recommendations for excellent service are already in place.	Centerville, OH
3/8/2010	10	Thank you for your support and caring!	Tipp City, OH
3/5/2010	8	I would have rated a 10 but I'm upset that ____ kept calling saying they couldn't dig the hole & was waiting on insurance money.	Dayton, OH
3/5/2010	7	Provide a microphone at the piano. Our soloist accompanied himself on the piano and his singing could not be heard.	Dayton, OH
3/3/2010	7	It would have been nice if you would have created a carpet path to the gravesite so we didn't have to walk through the snow and mud.	Scottsdale, AZ
3/3/2010	10	Excellent. Thank you, _____. You were a blessing.	Dayton, OH
2/26/2010	10	Excellent. Keep on keeping on!	Fairborn, OH
2/26/2010	10	Your kindness in taking the pictures of the cross in all that snow will not be forgotten - thank you!	West Carrollton, OH
2/24/2010	10	It was very well handled and the ceremony at the Chapel was very well managed by everyone.	Dayton, OH
2/24/2010	9	You were a wonderful Representative Crew. Thanks for everything.	Dayton, OH
2/24/2010	10	You did an excellent job and the memorial cards were a pleasant surprise. Thank you so much.	Union, 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	10	Keep people like _____ and get more people like _____ that used to be there.	Dayton, OH
2/22/2010	8	_____ was good in assisting us we appreciated all of her help. The experience was overall good.	Dayton, OH
2/17/2010	10	Excellent. Everything was handled very professionally & efficiently!	Gettysburg, PA
2/17/2010	10	Continue doing what you're doing.	Centerville, OH
2/15/2010	10	Excellent.	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	You did a fine job. Thank you!	Bellbrook, 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 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
12/17/2010	10	Excellent. I wouldn't recommend anything different. _____ was a jewel during and after. Thanks.	Clayton, 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 accommodating 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.	Walden Beach Gardens, F
10/29/2009	10	_____, your graceful kindness was very appreciated. Thanks so	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	_____, 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	_____ was wonderful!	Centerville, OH
9/2/2009	10	More decorative urns to choose from on site. _____ 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 continued relationship with both of them.	Dayton, OH
9/2/2009	10	Excellent	Union, OH
8/26/2009	10	Thank you, again _____!	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	_____ 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 caretaker 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 of 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 lover 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**

9.56      There were 164 surveys returned from January 5, 2009 through June 10, 2011 with no comments. Average rating was 9.56.



























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