



The Family Funeral Service

# Newsletter

## Comments

### Drivers

Excellent – 57

Better than expected – 4

As expected – 3

### City Flowers

Excellent – 22

Better than expected – 3

As expected - 2

### Arnold

Very happy with the way everything was dealt with.

KR/KR

Church service. KR/KLP  
Respect shown at all times.

KR/KLP

All very professional, excellent service. AML/AML

Staff always friendly and helpful especially the lady who did the admin at Arnold. KR/KLP

### Aspley

All of the services provided were excellent, the Nuthall Road office made a very difficult time bearable. CAB/KLP  
Rev'd Corden made the service flow – she was excellent.

KH/JLR

### Derby

Personal, caring attention. My thanks to Pippa Redfern and to Rev'd Jez whom most people thanked. PR/DM  
Thank you, everything was very good on such a sad day.

PR/DM

### Carlton

Very personal and not rushed. MP/MP  
The professionalism of the staff. MP/MP  
All the service, the music that I chose was lovely. MLR/MLR

### Beeston

It was all very professional, I particularly liked that we were given as much time as we needed at the crematorium after the service. We asked to move on when ready, not pushed, we were given plenty of time.

DMT/DMT

Very professional, sympathetic and caring. Their advice and help made the day a lot easier.

Julia was a great help.

JRC/JRC

The genuine care shown to us – not just professional competence. JRC/JRC

Very respectful and personalised service. Very good advice provided including participation of grandchildren at funeral service. JRC/JRC

The whole arrangement on the day including the service was very satisfying which made it so much easier for us and as a family. DMT/JRC

### Bingham

All of the service. MM/MLR  
The vicar Rev'd Michael Grantham was excellent.

MM/AA

Excellent vicar. MM/JWB

### Bulwell

Everyone was very kind and understanding. AR/JWB

### Clifton

We walked to the burial plot after the service and the older members of the family came in the cars. It was a beautiful day and everything was lovely, I thought it set the bench mark because it was so lovely.

TC/TC

### Cotmanhay

All good. KH/KH

### Ilkeston

This is the 8<sup>th</sup> funeral you have done for me and I have always been highly satisfied. KH/KH

### Long Eaton

We were very pleased indeed with the service we received – would certainly recommend you to others. Many thanks.

LJC/LJC

We found Louise Cook to be very knowledgeable, helpful and friendly. We liked that she walked in front of the hearse.

LJC/LJC

### Mansfield

The minister eased the pain of the day and made all the congregation join in although family differences. SEJ/JWB  
Music of our choice, the use of candles and if required petals on the coffin. SEJ/JWB  
General organisation from bungalow back to bungalow was very good. SEJ/JWB  
The attitude of the staff towards myself and my family throughout the two services.

SEJ/JWB

We all liked everything but the releasing of a dove at my husband's grave lifted us up a bit. JWB/JWB

### **Mansfield Woodhouse**

The professional way in which Jonathan handled all aspects of the funeral, also the sincere way in which the service was conducted by the officiant John Wallen. JWB/JWB

Reception into church on the evening prior to the funeral gave the opportunity for quiet reflection and made the entry to the church on the funeral day easier. JWB/JWB  
All. JWB/JWB

### **Ruddington**

Excellent and compassionate service from Teresa at Ruddington. TLS/TLS  
Father's history, organ music and hymns. TLS/AML  
Vicar contribution. TLS/TLS  
The Funeral Director was very caring, considerate, and calm and led the service with élan. TLS/MLR

Teresa very friendly, very professional, de-stressed the matter for us. Minister very good. TLS/TLS  
Having the option to choose our own music, the funeral company were happy to arrange this for us. TLS/TLS

### **West Bridgford**

Everything was done in a most caring and professional manner. JLR/JLR

The entire service was excellent. JLR/JLR  
Dignity, quiet and efficiency. CRM/CRM  
Staff were professional and sensitive to the occasion. CRM/MLR

### **Nottingham**

The whole thing ran smoothly. RD/RD

Dominic Lister was exceptionally helpful and a pleasure to work with. He suggested "Kerry" for the service and she was outstanding – the service was excellent, she made a very sad day into something very special. DTL/DTL

Minister great. AML/AML  
The minister did a wonderful job as did the Funeral Director, Tony. AML/AML

Everything we wanted was accommodated and even though we only had half an hour in the crematorium the children and grandchildren that wanted to say a few words were given the time to do so. JLR/DTL

The service overall was excellent. DTL/DTL  
Funeral Director was genuine but not artificially sincere – she reflected my desire to be efficient and dignified simultaneously. JLR/JLR  
All of service. DTL/DTL  
Everything was handled in a professional and caring manner. TC/TC

### **Radcliffe on Trent**

All aspects – it went very well – the Funeral Director was very helpful in guiding family pall bearers and in the guidance and support he gave prior to the funeral as I was organising this from London. BM/BM

### **Shirebrook**

All of it. NA/AA

### **Spondon**

Kept informed. TSR/KH

### **Stapleford**

The service by Rev'd D Edinborough was brilliant. RD/RD

### **Wollaton**

All aspects excellent. DMT/?  
Jane Keetley has the perfect manner, made a tearful time easier. JK/JK  
Rev. Grantham was excellent. JRC/TC

Received excellent personal attention from both Derek and Jane, calm, sympathetic and very understanding. DMT/DMT  
The excellent way the service was conducted by Rev'd David Edinborough. JK/JK

### **Ernest Smith**

I would like to express my thanks for a hassle free, efficient and professional service, I am really pleased with the finished stone, it was just how I wanted it to look.

The family wish me on their behalf to offer out thanks, for a beautiful and well done headstone! We are all very pleased with the result.

I am so very pleased with the memorial to my husband that you have completed and I thank you for your first rate service.

I am very pleased indeed with the final works. The family and I went today and everyone was pleased and satisfied a brilliant job of work done.

### **Could Do Better**

Coffin placed to side not in the centre