

2021 Excellence in Customer Service Awards

Presented by Johnson Consulting
Group x J3Tech Solutions



j3techsolutions

performance tracker **X**

PERFORMANCE TRACKER AWARD CATEGORIES

Awards are given to the top 15 locations in each of the three call classification categories, based on the Annual number of Surveys sent

Category 1 - Surveys of 150 and below

Category 2 - Surveys from 151 to 300

Category 3 - Surveys of 301 and above

AWARD QUALIFIERS



Location must have been on Performance Tracker the entire 12 months of the year




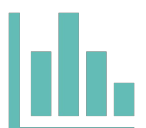



Location must have a minimum annual return rate of at least 30%, if more than 80 Surveys sent



Location must have a minimum of 24 Surveys received

AWARD SCORING METHOD

-  Awards are based on the Total Value Index (TVI)
-  Total Value Index (TVI) is a calculation of the Overall Performance Score, the Net Promoter Score and the Value Question
-  The Overall Performance Score accounts for 50% of the TVI
-  The Net Promoter Score accounts for 25% of the TVI
-  The Value Question accounts for 25% of the TVI

MINIMUM SCORE FOR 2021 AWARD WINNERS



Locations up to 150

Minimum TVI score:

951.3



Locations 151-300

Minimum TVI score:

957



Locations 301 and up

Minimum TVI score:

918.7

AWARD WINNERS: CATEGORY 1 (<150)

WINNER: Pinecrest Funeral Home (Park Lawn Corporation) - TVI: 981.6

1. Pinecrest Funeral Home (Park Lawn Corporation, Hope Mills, NC) - 981.6
2. Robertson Mueller Harper Funeral and Cremation Services (Lucas Funeral Homes, Ft. Worth, TX)- 979.8
3. Old Bridge Funeral Home (Jersey Memorial Group, Old Bridge, NJ) - 974.1
4. Newell-Hoerling's Mortuary (Weeks Family Funeral Homes, Centralia, WA) - 973
5. Ascension Funeral Home (Legacy Funeral Services, Gonzales, LA) - 971

AWARD WINNERS: CATEGORY 1 (<150)

WINNER: Pinecrest Funeral Home (Park Lawn Corporation)

6. Fuqua-Bankston Funeral Home (Legacy Funeral Services, Ozark, AL) - 971
7. Bliss-Witters & Pike Funeral Home (Cedar Springs, MI) - 965
8. Biggers Funeral Home (Ft. Worth, TX) - 964
9. Edwards Funeral Homes - Eastland (Lucas Funeral Homes, Eastland, TX) - 962.6
10. Swem Chapel (Starks Family Funeral Homes, Buchanan, MI) - 962

AWARD WINNERS: CATEGORY 1 (<150)

WINNER: Pinecrest Funeral Home (Park Lawn Corporation)

11. Ardoin's Funeral Home - Eunice (Legacy Funeral Services, Eunice, LA) - 961
12. Busch - North Royalton (North Royalton, OH) - 956
13. Lucas Funeral Home - Grapevine (Lucas Funeral Homes, Grapevine, TX) - 951.9
14. Mahaffey Milano Funeral Home (Jersey Memorial Group, Mount Ephraim, NJ)- 951.7
15. Ott & Lee Funeral Home - Morton (Park Lawn Corporation, Morton, MS) - 951.3

AWARD WINNERS: CATEGORY 2 (151-300)

WINNER: Lucas Funeral Home - Keller (Lucas Funeral Homes, Keller, TX) - TVI: 990.4

1. Lucas Funeral Home - Keller (Lucas Funeral Homes, Keller, TX) - 990.4
2. Wells Funeral Home Waynesville (Park Lawn Corporation, Waynesville, NC) - 988
3. Posey Funeral Directors (North Augusta, SC) - 987.38
4. J. Verne Wood Funeral Home (Portsmouth, NH) - 987
5. Emken-Linton Funeral Home (Texas City, TX) - 978

AWARD WINNERS: CATEGORY 2 (151-300)

WINNER: Lucas Funeral Home - Keller (Lucas Funeral Homes, Keller, TX) - TVI: 990.4

6. Darling-Mouser Funeral Home (Legacy Funeral Services, Brownsville, TX) - 976
7. Tasker Funeral Home (Atlas Memorial, Inc., Dover, NH) - 974.2
8. Ziegenhein-South City Chapel (Park Lawn Corporation, St. Louis, MO) - 972.7
9. Mundell Funeral Home (Park Lawn Corporation, Orilla, Ont.) - 972.1
10. Altmeyer - Family Choice Funeral Home and Cremations (Virginia Beach, VA) - 968

AWARD WINNERS: CATEGORY 2 (151-300)

WINNER: Lucas Funeral Home - Keller (Lucas Funeral Homes, Keller, TX) - TVI: 990.4

11. Minton-Chatwell Funeral Directors (Legacy Funeral Services, Borger, TX) - 965
12. LaFond-Ardoin Funeral Home (Legacy Funeral Services, Opelousas, LA) - 959
13. Wayne Boze Funeral Home (Park Lawn Corporation, Waxahachie, TX) - 958.4
14. Dahl Funeral And Cremation Services (Bozeman, MT) - 958
15. L. Beinhauer & Son Co. - McMurray (McMurray, PA) - 957

AWARD WINNERS: CATEGORY 3 (>301)

WINNER: Olson Funeral & Cremation Services (Rockford, IL) - TVI: 965.6

1. Olson Funeral & Cremation Services (Rockford, IL) - 965.6
2. Harrell Funeral Home of Austin (Austin, TX) - 965.1
3. Hansen Mortuary Chapel (Phoenix, AZ) - 964
4. Hansen Desert Hills Mortuary (Scottsdale, AZ) - 961
5. Menke Funeral & Cremation Center (Sun City, AZ) - 955

AWARD WINNERS: CATEGORY 3 (>301)

WINNER: Olson Funeral & Cremation Services (Rockford, IL) - TVI: 965.6

6. Ott & Lee Funeral Home, Brandon (Park Lawn Corporation, Brandon, MS) - 954.8
7. Starks & Menchinger Family Funeral Home (St. Joseph, MI) - 954
8. Oman Funeral Home & Crematory (Altmeyer Funeral Homes, Chesapeake, VA) - 939
9. Harrell Funeral Home of Kyle (Kyle, TX) - 939
10. Lucas Funeral Home- Hurst (Hurst, TX) - 937

AWARD WINNERS: CATEGORY 3 (>301)

WINNER: Olson Funeral & Cremation Services (Rockford, IL) - TVI: 965.6

11. Busch - Parma (Parma, OH) - 934
12. Horan & McConaty - Parker Road (Park Lawn Corporation, Aurora, CO) - 929
13. Ward Funeral Homes - Weston Chapel (Toronto, Ont.) - 924
14. Horan & McConaty - County Line (Park Lawn Corporation, Centennial, CO) - 923
15. Horan & McConaty - Wadsworth (Park Lawn Corporation, Lakewood, CO) - 919

Thank you for your
commitment to excellence in
customer service!