

*Your comments about our staff:* Mr. Heffner, your staff did an absolutely outstanding job in a difficult time. Ms. Victoria Krouse is an exceptionally wonderful person. She did an unbelievable job. A+++.

*Would you refer us to others?* Yes. Without question.

*Gary E. Shearer, Son of Joy E. Shearer*

*Your comments about our staff:* Everyone on the staff was extremely supportive, sensitive, and helpful during the planning, as well as throughout the service.

*Additional comments:* I was particularly impressed with the celebrant, Victoria Krouse. When I first contacted Heffner Funeral Home after my mother passed away on June 28, 2018, I was disappointed to hear that Betty Frey was not available for the planned service on July 7, 2018. She had done a fabulous job with my father's service in January 2015. I was somewhat concerned when I learned how recently Victoria had started. After I met with her for an hour or two, I felt much more comfortable, seeing how she listened and absorbed my thoughts about the service. She was very responsive and supportive during that hectic week, as was the rest of the Heffner staff. The service turned out just as I hoped. Victoria did an outstanding job in what she included in her comments, and her orchestration of the service. It was a wonderful tribute to my mom and was so important to all those in attendance that my mom had touched throughout her long life. Thanks again.

*Thomas L. Vogelsong, Son of Doris M. Vogelsong*

*Your comments about our staff:* They made us feel as though we were the most important client they ever had. Victoria was wonderful.

*Would you refer us to others?* Yes. You made sure that everything we wanted was done exactly as requested.

*Myrtle O. McCleary, Widow of Kenneth Loren McCleary*