

*Would you refer us to others?* Yes. Sam was great and I had numerous comments from guests about how helpful everyone was. Thank you!

*Justin Mayer, Son of James A. Mayer*

*Your comments about our staff:* Sam went above and beyond what he had to do. He was very attentive to our needs and he listened to what we wanted and did not push us into something we didn't want or need. Very nice person!!

*Would you refer us to others?* We used your facility for my father and we were treated kindly then and were treated the same with my mother. Thank you. Sam is great!

*Sharon Dinterman, Daughter of Audrey J. Dinterman*

*Your comments about our staff:* The front office staff was always polite and helpful!

*Additional Comments:* Sam Piper is an amazing employee! Sam's knowledge and expertise were quite evident as he continually answered all our questions in great detail and responded to phone calls quickly. His soft-spokenness was most calming and comforting during this entire difficult time. He should be commended for his ideal service.

*Name Withheld by Request*

*Would you refer us to others?* Yes. Sam Piper was very caring, courteous and professional. I presented him with a few problems and he handled every one swiftly and to a positive conclusion. Thank you for helping me through this sad time.

*Name Withheld by Request*

*Your comments about our staff:* The entire staff were excellent in every way. Sam was very attentive and cared for entire family.

*Would you refer us others?* At our time of sorrow Ernie and Sam met with us and made a difficult time much easier for all of our family.

*Additional Comments:* Again, thank you so much for the pictures of the flowers, the thumb print, etc. The picture of John is so wonderful. I had it protected so that it will not fade or be damaged. What more can I say? Well done. Thanks so much, Sam.

*Nadine Starner, Wife of John L. Starner*

*Your comments about our staff:* Your staff (Sam) far exceeded our expectations. Great communications and proactive and kindhearted.

*Would you refer us to others?* Yes. Excellent arrangements and service.

*David J. Foss, Son of Andree M. Foss*

*Your comments about our staff:* Death is never easy, but in this case it was also very sudden. Sam was a calming and an always available presence during our family's time of need. He and the whole Heffner staff were wonderful and professional from start to finish. Thank you!

*Anne Harnish, Sister of David R. Kerns*

*Your comments about our staff:* Mr. Sam was exceptional. Special thanks to him.

*Would you refer us to others?* Yes, you did everything we asked and more, helpfully and kindly.

*Name Withheld by Request.*

*Your comments about our staff:* Todd & Sam were great!

*Would you refer us to others?* Sam Piper was very helpful at getting everything done the way dad wanted.

*Joyce Mummert-Portki, Daughter of Harlan W. Mummert*

*Your comments about our staff:* Sam was very helpful, polite and quick to address any questions or concerns. He went above and beyond.

*Eileen Ghesquiere, Daughter of Paul R. Miller*

*Your comments about our staff:* Sam was very caring and understanding. Debbie was awesome. She truly sounded like she knew Michael.

*Would you refer us to others?* Yes. Very professional, kind, understanding. You went out of your way to accommodate us even during the COVID-19 restrictions.

*Karen Bogus, Widow of Michael J. Bogus*

*Your comments about our staff:* Sam was very helpful and courteous in planning my mother's funeral under the COVID-19 pandemic. Everything went very well as planned!

*Would you refer us to others?* Yes. Ernie, I am sure when you hire your employees you are building a team, hiring the best to fill your positions to make the events run without a glitch. It was a great experience to deal with the people involved who had a wealth of knowledge about the questions or concerns that we had.

*Dennis Peters, Son of Ruth C. Peters*

*Your comments about our staff:* Sam is a wonderful person. Two steps ahead all the time!

*Jane Wilson, Daughter of Terry Lee Shutz, Sr.*

*Your comments about our staff:* Sam Piper and his assistant arrived at my father's house in a timely manner and were true professionals.

*Additional Comments:* My wife and I would like to express our sincere gratitude to Sam Piper and Heffner Funeral Chapel. Losing Dad was a very difficult situation as our family is very small. Sam made the entire process less stressful and/which helped greatly. We appreciate everything Sam and Heffner's did for our family.

*Mr. Jonathon Burnham, Son of Alan D. Burnham*

*Your comments about our staff:* Matt and Sam were very professional.

*The most important reason for selecting us:* Location. My husband, Donald, and I always support business near us.

*Would you refer us to others?* Absolutely! Have made several already.

*Mrs. Pearl Breland, Widow of Donald Breland*

*Additional Comments:* We were extremely pleased with the service and attention to detail throughout my Dad's times at Heffner Funeral Chapel in Red Lion. When my Dad died, Scott Ball and Sam Piper responded to my call. They conducted the removal with tact and respect for the family.

My Dad had preplanned for cremation with no service, but I requested a simple family viewing. We gathered at the funeral home the next day, and I was amazed at how they presented Dad for his family's goodbyes. He looked at peace and we're so glad we had this opportunity. I thanked Matt for arranging this and he quickly gave credit to other staff members for their contributions to the morning.

Without hesitation, I would recommend Heffner Family Services. They treated Dad and our family with sympathy and respect, and demonstrated the highest professional standards.

*Mr. Dennis Grove, Son of Roy Grove*

*Your comments about our staff:* We, my sisters and I, were very pleased with Sam. He was kind, courteous and very attentive. He listened and answered all our questions and concerns. Service was A++.

*Would you refer us to others?* Yes. Everyone and everything was perfect.

*Connie Wagner, Daughter of Robert A. Yeaple*

*Your comments about our staff:* Scott and Sam were absolutely wonderful.

*Name Withheld by Request*

*Your comments about our staff:* Your staff made a very difficult time/process very easy. Thank you so much! Victoria and Sam were excellent. They listened and supported our family throughout this time.

*Would you refer us to others?* Yes. So professional. Assisted with everything. Really listened to what was important to us.

*Sharon Harlacher, Mother of Meisha L. Baer*