



Diploma in Funeral Arranging and Administration

Module 4	Unit 13	Office Practice and Administration within the Funeral Service
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Purpose and Aim of the Unit:	The purpose of the unit is to develop learners' knowledge and understanding of office practice and the administrative procedures underpinning the arrangement of a funeral.
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This unit has 7 learning outcomes.

LEARNING OUTCOMES	
The learner will:	
1	Know the administration procedures following a funeral arrangement.
2	Know the administrative process for the ordering of personal client requests.
3	Know the administrative process for use of acknowledgement stationery.
4	Understand how to deal with accounts.
5	Know the administrative process for managing donations.
6	Know how to plan and co-ordinate resources in order to meet client requests.
7	Know how to raise a final invoice.



Introduction

An efficient office is essential to the work of the Funeral Arranger – Funeral Director; any system developed must be able to facilitate the flow of information whilst matching the requirements and demands of each firm.

It therefore follows that this unit can only provide a general outline of the administrative procedures and documents frequently encountered in a Funeral Arrangers - Director's office, whether they are produced manually or by the full use of mechanisation and computers.

1. Learning Outcome	Know the administration procedures following a funeral arrangement.
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THE FUNERAL ARRANGEMENT FORM

The purpose of a funeral arrangement is twofold, namely, to obtain information from the client and to give information to the client. Consequently, it is the purpose of an arrangement form to accommodate all the details relating to a funeral on one document. All arrangement forms should therefore contain sufficient space to hold the information required and also act as an 'aide memoir' for the Funeral Arranger to ask the right questions of the client.

There is no one ideal Arrangement Form as what one Funeral Director may consider to be ideal for his/her needs may be highly criticised by another. Some firms have one arrangement form for burials and another for cremations; others produce a dual-purpose form.

An analysis of an arrangement form shows sections identified as follows:



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- (i) Details of the client
 - (ii) Details of the deceased
 - (iii) Details of the funeral
 - (iv) More specific details and valued added services, e.g. Valuables; embalming, press notices, flowers, memorialisation etc.
 - (v) Costs and associated matters

The need for accuracy in completing an arrangement form is essential, a copy of which should always be retained in the office. Arranging forms that are self-copying (NCR) are ideal for many companies, as copies can be distributed to each relevant department, such as accounts or the workshops. An example of an arranging form that has been found useful is on page 13 of this information.

The Price List



The price lists should also show the separate charges for the constituent parts of the Funeral Director's services.



EXAMPLE PRICE LIST	
Professional services – Provision of all professional services including advice, support and guidance. Preparing and attending to all essential documentation.	£.....
Care and preparation of the deceased - Bringing the deceased into our care, preparation and presentation of the deceased.	£.....
Embalming	£.....
Provision of a hearse and all necessary personnel to conduct the funeral.	£.....
Coffin and Casket selection -	
The..... Coffin	£.....
The..... Coffin	£.....
The..... Coffin	£.....
The..... Coffin	£.....
Provision of a Limousine(s)	£.....
Horse Drawn Hearse	£.....
Additional mileage for funeral service (cost per mile)	£.....
Additional mileage for bringing deceased into care (cost per mile)	£.....
Reception into Church/Home (outside normal working hours)	£.....
Collection of deceased (outside normal working hours)	£.....
Saturday/Sunday/Bank Holiday – Supplementary charge is payable for a funeral on these days.	£.....
Disbursements – Disbursements are the additional expenses paid out on the client’s behalf. These include such items as fees payable to the crematorium, cemetery, church, clergy and doctors, floral tributes, catering and newspaper notices. The charges outlined are usually paid in full prior to the funeral taking place.	

The Estimate / Confirmation Form



The estimate/confirmation form should achieve the following:

- (a) It provides the client with details of the funeral, including the date and time, place of assembly, service, place of committal and any additional services in respect of such things as arrangements for the cremated remains.
- (b) It provides the client with an estimate of the costs of the funeral.
- (c) When signed by the client, it indicates an approval of the arrangements and costs. Should a query arise at a later date, it provides a basic record of the services requested.
- (d) When completed and given to the client it conforms with Section 7 of the Code of Practice Principles, which states:

“To give a written estimate of all funeral charges and disbursements to be made on a client’s behalf, together with written confirmation of the funeral arrangements, in each and every case as soon as is practicable before the day of the funeral. No contractual agreement will have been entered into until this has been accepted by the client.

It should be noted that the funeral arrangements made between the client and the Funeral Arranger / Director constitute a contract. The client has the **‘right to cancel’** this contract if they so wish and this right can be exercised by sending or taking a cancellation notice to the Funeral Director at any time within the period of seven days starting with the day of receipt of a notice in writing of the right to cancel.

Consequently, the common law principles relating to contract take effect. In case law it is the person actually making the funeral arrangements who is liable for payment of the account, regardless of their relationship to the deceased, executor or next of kin. Some firms ask the client to sign the estimate, retaining- a duplicate copy in the office. If ‘small print’ clauses are included, usually relating to settlement of the account, they should be made clear to the client before the estimate is signed. See **Contractual Obligations**, Module 14, for more information.



NAME OF BUSINESS.....

CONFIRMATION OF INSTRUCTIONS AND ESTIMATE OF FUNERAL EXPENSES

Clients Name: Relationship to deceased:

.....

Address:

.....

.....

Telephone No's:

.....

The following are the provisional arrangements requested for the funeral of the late:

.....

Funeral Service to be held at:

.....

Followed by Burial/Cremation at:

.....

Instructions regarding Jewellery on Deceased:

.....

Further information:

.....

.....

.....

Estimate of our charges and third party payments (including VAT where applicable)



Our Charges		3rd Party Charges	
All professional services	£.....	Doctors fees for Cremation Certificates	
Coffin/casket as selected.....	£.....	£.....	
Hearse and Bearers	£.....	Crematorium/Cemetery.....	
Limousine(s).....	£.....	£.....	
Hygienic treatment and dressing	£.....	Church fees	
Additional Mileage.....	£.....	£.....	
Other Fees.....	£.....	Ministers fees	
.....	£.....	£.....	
.....	£.....	Floral Tributes	
Total of our Charges	£.....	£.....	
		Newspaper notices	
		£.....	
		Other Fees.....	
		£.....	
		
		£.....	
		
		£.....	
		Total of 3 rd party charges	
		£.....	
Total Estimated Cost of Funeral		£.....	

THIS IS NOT AN ACCOUNT - ESTIMATE OF FUNERAL CHARGES



As the person arranging the funeral, you are accepting responsibility for the cost of the funeral. If someone else has agreed to pay the funeral expenses (the executor(s) or Solicitors, for example) please provide their details below:

Name(s):

.....
.....

Address(es):

.....
.....
.....
.....

Please note that we will have to ask you for payment if the person(s) named above unwilling or unable to settle our account when it becomes due.

I confirm that i have the authority to arrange the funeral of the deceased and have read and understand the terms of Business overleaf. I understand that, by signing this form, I am accepting personal responsibility for payment of the funeral account.

Signed:

Date:

.....

Signed on behalf of Funeral Service:

Date:

.....



Confirmation to the Celebrant or Minister

This form confirms the details of a funeral at which a Celebrant or Minister has agreed to officiate.

The information given on the form is self-explanatory; alternatively, a standard form of letter can be kept on a computer and then personalised for each confirmation, however, the following points should be observed:

- (i) The full title of the Celebrant or Minister should be typed on the heading.
- (ii) A copy should be kept.
- (iii) Hymns to be sung or just played and any other musical requirements should be indicated along with their place in the service.
- (iv) Special instructions directly concerning the officiant, such as no committal, must be indicated.
- (v) Transportation arrangements for the Minister should be included.



An example of such a form is shown below:

BUSINESS ADDRESS	
ADDRESSEE	Date
Dear
We wish to confirm the funeral arrangements of the late	
of	
who died on at Aged	
Next of kin Tel. No	
Address	
Funeral to take place on	
Service at Time	
Committal at Time	
Hymns / Poems / Music requested	
Transport arrangements	
Special requests	
We thank you for your co-operation.	
Yours faithfully/sincerely	
Manager.	



Records

An essential part of any records system is the index. Placing names in alphabetical order is the most frequently used system, and is ideal for locating a funeral file. The minimum amount of information required in any index, should be:

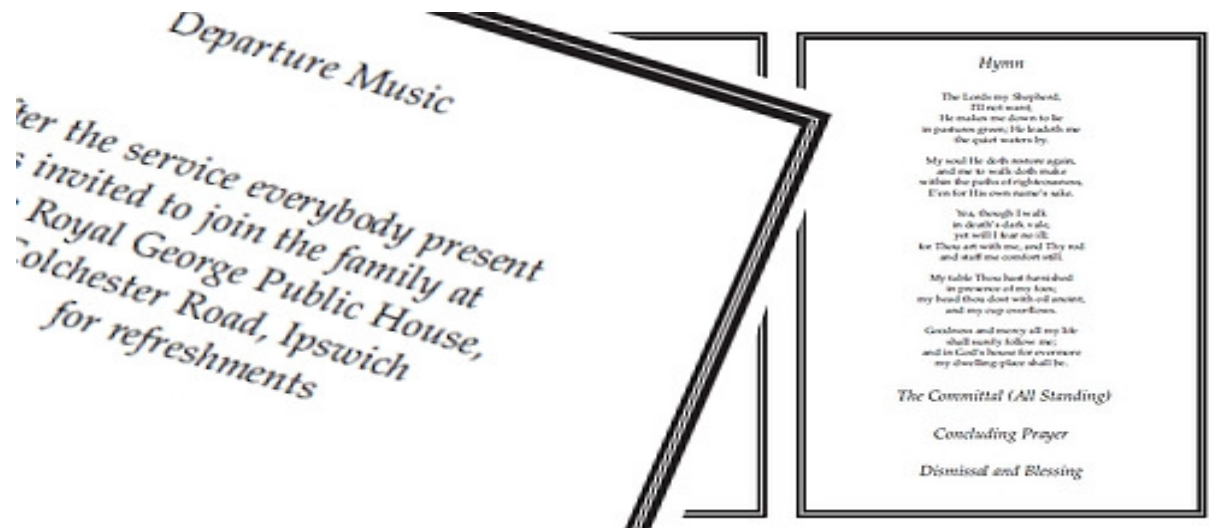
- Surname and first name(s)
- Date of funeral/death or both
- Place of committal - burial or cremation
- Coffin/casket type
- Reference number

Other points worth considering when preparing an index are:

- Hyphenated i.e. 'double-barrelled' names should be entered under both names
- Still-born children should be entered under 'S' for still-born and then under the mother's surname
- All records should be updated promptly.



Service Sheets PRINTING



Service sheets are usually recommended to, or requested by, the client when a large number of mourners are expected to attend a service, whether it be in a church or at the crematorium. They are also useful for non-religious funerals, and, in both instances serve as a permanent record of the ceremony.

The text of each hymn should be printed in full, as should any other parts of the service in which the whole congregation is expected to participate. This fulfils the objective of dispensing with hymn and prayer books. Always check that the gender is correct in the responses and certain prayers.

Whilst the order of service must be agreed with the officiant, the actual style of service sheet, quality of paper/card, typeface and quantity should be agreed with the family. Your local printer should be able to supply you with samples of the above. Alternatively, there are specialist firms who supply brochures showing a whole range of printing available for the funeral profession. If there is time, a proof copy should be obtained from the printer and submitted to the family before authorisation of the final print run. The utilisation of a 'fax' or email is ideal for this purpose.



FLORAL TRIBUTES

Learning Outcome 2	Know the administrative process for the ordering of personal client requests.
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A floral tribute is what the name suggests, a tribute in flowers - an expression of respect for the life of someone dear. There are no rigid rules governing the treatment of floral tributes by the Funeral Director, however the following guidelines may be helpful:

Ordering

Most Funeral Directors offer to supply flowers to their clients, either as agents or from their own floristry department. As much, if not more, time can be spent on ordering flowers as on arranging the rest of the funeral, which demonstrates the importance of flowers to the majority of families; therefore the Funeral Arrangers / Director's time and patience will be well used assisting with the selection of the right tributes.

Some families tend to become over-extravagant with their choice of flowers and may need to be guided away from selecting tributes that are too large or not self-standing.



Very large tributes are unsuitable to be placed on the coffin or casket, are difficult to handle and may not even go inside, or on the top of, the hearse. When faced with this kind of situation, it may be necessary to supply a separate vehicle as a flower car or even a suitably dressed flat bed lorry.

Those firms offering a floral service normally sell from a brochure so it is important that all arrangers should be well acquainted with the flowers illustrated, should be aware of which flowers are in season and of the variable costs at different times of the year.

Upon ordering flowers, clients should be offered a selection of cards to write their messages on. Clients may need assistance with the composition of a suitable message and may instruct the Funeral Director as to the wording required, or, if they are undecided, may notify the office at a time nearer to the funeral of the wording required. When making arrangements at the home of the client a selection of cards may be left by the Funeral Arranger / Director so that the cards chosen may be written on at leisure, for later collection by the Funeral Arranger / Funeral Director if required. Alternatively, the family may express the wish to receive only blank cards so that they may make a more personal gesture of completing the cards themselves.

It is most important that clients should be allowed ample time before making the final decision as to the type of tribute(s) and message(s) required, as often other members of the family need to be consulted before requirements can be stated with any degree of certainty.

It is usual for Funeral Directors who do not own their own floristry business to sub-contract to a local florist on a discount basis. When selecting a florist to work with, it is not always good business to accept the one offering the largest discount. A florist with a good reputation for quality and reliability is essential because if flowers are being ordered through the Funeral Director it is his/ her reputation that is at stake.



The Reception of Flowers at a Funeral Home

It is advisable to have a specially designated area where flowers for a particular funeral can be received, displayed without fear of damage and kept separate from flowers belonging to other funerals. The following controls should be in place:

- (i) Check the name of the deceased and time of the funeral. It is not unknown for florists to deliver on the wrong day, at the wrong time, or to the wrong premises.
- (ii) Make sure the tribute is marked with the name of the deceased, preferably on the back of the card.
- (iii) Examine for any damage and make a note on the florist's delivery slip or book if the flowers are not in good condition on receipt.
- (iv) Always insist on giving a signature to the person delivering; this will protect you and the florist in the event of any future complaint.
- (v) Always handle flowers with the utmost care.
- (vi) Ensure that all floral tributes delivered to your premises for a particular funeral are then placed on the hearse or flower car and conveyed at the time of the funeral.

It is the practice of many Funeral Directors to make a list of the tributes received at every funeral, not only as a service to their clients but also as a safeguard against any misunderstanding, the list being given to the family on the day of the funeral, or delivered to them at a later date. If it is not usual practice to make flower lists for every funeral, the Funeral Director must make this clear at the time of arranging the funeral and be prepared to make the service available if the client wishes it.

The list must be prepared by taking the names from the actual flower card on each tribute and not from the list supplied by the florist, as these can often be abbreviated, spelt wrongly or difficult to read. **Do remember to include flowers that may have been delivered to the house, to the church or to the place of committal.**

It is advisable for the Funeral Arranger / Director to retain a copy of the flower list. A client



may require additional copies, or instruct you to arrange to have it published in the local press.

The presentation of the list is a matter of choice. A typed or handwritten list is acceptable, however, specially designed printed sheets in a display folder can serve the dual purpose of a keepsake for the family and a subtle form of advertising for the Funeral Director.

Presentation of Tributes

Funeral service staff who have a good eye for colour and balance are an asset to a company and adequate training should be given in order to achieve a well dressed hearse for every funeral.

In addition staff should know how to display tributes in church, at the crematorium and at the graveside, not only to create an attractive display but to ensure that message cards are easily readable.



Message cards

Message cards may be left on the tributes or removed, depending on your client's wishes.

If removed they may be returned to the family, if desired, or kept in the office for a period of at least a month in case they are needed by the family or to answer a query. Clients should be made aware that if cards are removed, mourners and visitors will not be able to check their own tributes, and advised, if at all possible, to leave the cards on the tributes for, at



least twenty-four hours.

Disposal of Tributes

Floral tributes may be left at the crematorium, however, the client should be told how long the flowers will remain on the initial display area, whether there is a secondary display area, its location and how long they will be displayed there before being removed by the crematorium staff.

If **cremated remains** are to be interred in a grave at a later date, some families may wish for all or only the family tributes to be placed on the grave and the Funeral Director should be prepared to carry out this request. In the case of **earth burial**, the client may wish for one or more of the tributes to be left on the coffin and lowered into the grave.

The family may request that any suitable tributes be delivered to hospitals, homes for the elderly or to a church. With the exception of those being taken to a church or removed by the officiating minister at the request of the family, all such flowers must be signed for and the number and types of tributes clearly recorded. A duplicate book is ideal for this purpose, the name and address of the person to whom the recipient may acknowledge receipt and express thanks together with the name of the Funeral Director must be clearly indicated. The top copy should be given to the person receiving the flowers with the Funeral Director retaining the copy for his/her records.

Large hospitals are often inundated with flowers and do not always appreciate them, however, most homes for the elderly may welcome them, many having willing helpers or residents who like to arrange such flowers to brighten up their environment.



Learning outcome .3	Know the administrative process for use of acknowledgement stationery.
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Acknowledgements

Families usually follow one of two methods of acknowledging sympathy shown and tributes received. The most usual is an insertion in the local newspaper, many of which have a regular column for this purpose. Insertions normally appear two or three days after the funeral, unless the local paper happens to be published weekly.

The second method is to have a “Thanks card” or letter printed to the client’s instructions.

This is known as a Return of Thanks card/letter and is sent out by the family to all who have sent floral tributes or letters of condolence. As with Service Sheets the Funeral Director should keep samples in the office either from a local printer or a specialist firm. A proof must again be obtained and submitted to the family for approval.

Listing Mourners

On a more regular basis the Funeral Arranger / Director is asked or offers to list the names of those attending a funeral ceremony or service and there are a number of ways of fulfilling such a request.

A member of staff can be instructed to ask the name of each person on arrival for the service. Each person should also be asked if they are representing another person or organisation, the list(s) being typed up and presented to the client after the funeral.



Alternatively an 'In Memoriam' book can be placed in a convenient position for people to write their names on entering/leaving the place where the service or ceremony is being held, or small cards can be placed in each pew and collected at the conclusion of the service. The card should be worded something like this:

The family would appreciate knowing of your presence at this
service. You are requested to print your name below and
indicate
.....
.....whether you are representing any other person or organisation.....
Name

Representing

(Please leave in the pew or hand to our representative at the door)

The name and address of the firm involved is generally printed on the back of the card, thus acting as a reminder to the holder that the card should have been handed in and as an advertisement.

There are advantages and disadvantages to these methods of listing mourners. In the first two cases people do tend to arrive together, thus causing queues just before the cortege arrives, whereas using the latter method leaves the onus on the person attending. However, in all cases arrangements should be made to have sufficient staff present, at least one of whom should not have other duties to cope with.



Learning Outcome 4.	Understand how to deal with accounts.
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Payment

A substantial debt can be incurred on floral accounts. It is therefore wise to obtain pre-payment on orders whenever possible.

Accounting for flowers is a matter of choice, however, it is probably better to invoice flowers separately, unless you have been asked to include them on the funeral account, both from the VAT point of view and when such an account is forwarded to a solicitor who is unlikely to approve the payment of flower accounts from the estate unless the deceased has specifically requested for flowers to be provided.

It should also be noted that flower orders are subject to VAT, and, if registered, it is necessary to show the Funeral Director's business VAT registration number on the invoice.

Charity Donations

As the numbers of charities grow and the public is made more aware of their existence, charity donations are increasingly made in lieu of flowers.

There are conflicting opinions on this subject. The giving of flowers is an important gesture for many families, a way of saying 'Thank you' for the life of a loved one, and an expression of caring for the bereaved; others see money spent on flowers as wasted, especially for a cremation, and feel that money donated to a charity is more beneficial, however, whatever personal opinions may be, the Funeral Director is obliged to carry out the wishes of the client, to give advice and to explain the various alternatives if required. It is worth noting that whereas some people will spend quite large amounts on flowers, the same people will quite often donate a much smaller amount to a charity.



Learning Outcome 5	Know the administrative process for managing donations.
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DONATIONS PROCEDURES

Best Practice Guidance to Members

Having a robust donation procedure is very important for any funeral business. The risk of impropriety when collecting donations can cause significant problems to any company whose procedures are not robust.

Note: although it is preferable that funeral firms accommodate families in administering donations, it would be understandable if the business was to decide to minimise its liability in not accepting donations at all.

The recommended minimum procedure for accepting donations is as follows:-

Donations received in the office or branch

Any donations received to the office should be recorded as follows:-

- name of the deceased;
- charity or beneficiary;
- amount received (counted with the donor present if possible);
- how donations were received, ie cash/cheque;
- who the donor is.

The donor should be given a receipt if they attend in person. If a donation is received by post it may be wise to send an acknowledgement to the donor as best practice; however, an acknowledgement to the client upon closure of the account would be expected.

Donations collected at funeral service

It is more difficult to record details of donations received at a funeral service. There are also cash donations to be considered.

The recommended procedure is:-



- donations should be collected in a locked box or sealed container marked with the funeral details on it;
- the donations can either be given to the client at the time of the funeral service or taken back to the funeral home in the locked container;
- if the funeral director takes the donations back to the office they should be counted with another member of staff present who is, preferably, not a connected person, ie spouse, sibling or children.
- Any donations received should be recorded if possible:-
 - name of the deceased;
 - charity or beneficiary;
 - amount received;
 - how donations were received, ie cash/cheque;
 - who the donor is.

Note: for all scenarios it would be advisable to have a client/charities bank account in which to deposit the monies and from which to issue cheques to the various charities. This keeps the funds separate from business funds.

Internet donations sites

Internet donations sites (ie Memory Giving, Just Giving, Much Loved, etc) handle the administration of donations on your behalf and are, therefore, outside of the scope of this procedure.

General procedures to be followed:

NB. If a family ask for a plate to be placed in an Anglican Church to receive donations, the consent of the incumbent must be obtained in advance, since all monies received within a church become the property of the church. In other churches it is courteous to ask permission, as it is at cemetery and crematoria chapels.

It may be wise to open a bank account especially for donations - a 'charity' account. All donations received can be paid into the account and then a cheque can be drawn and



sent to the charity

at the appropriate time. If a separate account is not opened for such eventualities and you put the monies into an ordinary account, this can cause confusion on audit and is open to possible mishandling of donation monies.

Donations forwarded to the family of the deceased or direct to the designated charity

If it is the policy of a funeral firm not to accept donations, the client may accept responsibility for receiving them or arrangements can be made to send donations direct to the charity or to a nominated bank. Instructions for forwarding such gifts can be incorporated into any funeral announcement placed in the press.

Remember though that some newspapers will not accept in notices, donations for charities being forwarded to anyone other than the Funeral Director, a bank or the charity concerned. The Funeral Director can help the family further by directing general enquiries concerning donations to the correct contact; it is also good practice to contact the charity concerned before placing any notice in the press, especially when it is a local address, to find out whether the particulars you have are correct.

An essential requirement for any Funeral Director is to compile a list of national charities that are used on a regular basis and also of local charity appeals that appear from time to time.



Learning Outcome 6	Know how to plan and co-ordinate resources in order to meet client requests.
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THE DAY-TO-DIARY

It is essential that a day-to-day diary is maintained to co-ordinate the work of the company, particularly if there is more than one branch or office involved. Although many offices carry out this work manually using a central diary and a specific diary in each outlet, an increasing number of firms put all their arrangements on computer and extract the diary via the appropriate software, whilst other Funeral Directors carry their own 'lap top' computers, or in some cases, ipads with them so that the diary can be constantly accessed and up-dated. Whatever system is used, it is essential to establish a uniform method of entering information and one that is capable of being easily maintained.

Instructions to internal departments

The smooth running of any business depends on its system of communication. It is essential that whatever system is used, it must be flexible to cope with the varying demands placed upon it, easily understood and sufficient training is given to those members of staff who have to operate it. No matter what the size of the organisation, information gained during the arrangement needs to be communicated to the various departments, such as transport, workshops and embalming. When an alteration to an arrangement is made, the appropriate department should be notified verbally followed by written confirmation. If the arrangements change substantially, it may well be necessary to issue a new instruction sheet stating that it replaces any earlier communicatio



Learning Outcome 7	Know how to raise a final invoice.
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Accounts

A detailed account should be rendered after the funeral has taken place, and at a time lapse according to policy, e.g. five working days, remembering that the NAFD Code of Practice Principle No. 8 states, "To provide all clients with an itemised account in a form readily comparable with the estimate". The detailed workings of the Code go on to say, "The Funeral Director shall always provide the client with a detailed itemised final account.

The account may be less detailed if reference is made to a written itemised estimate provided the charges levied by the Funeral Director and the disbursements have been separately identified."

The Office of Fair Trading emphasises the need for price transparency, accordingly it is probably best to present an account that is itemised similarly to the estimate, particularly as the account can be passed on to an executor, solicitor or the DWP.

Please note that this account is subject to a discount of £50.00 if paid on or before 20th September 2013

A covering letter should be included with the account, thanking the client for entrusting the arrangements to the firm, explaining arrangements for payment and indicating whether payment can be made by credit/debit card or even bank transfer. Included in that letter should be the name of the person at your firm they should contact should they have any complaint or query.

A client survey or feedback sheet could also be included at this time.



The following shows one method of presentation:

ANYTOWN FUNERAL SERVICES.

**6 High St.,
Anytown
AT6 6RS**

Tel: 01320 14656788

Invoice/ref. no. 56748
Mr. J. Smith,
7, Low St.,
Anytown ATS 4FT. 4th.

September 2014

Re: The Funeral of Mrs Joan Smith

26th - 30th August To: Carrying out the funeral of Mrs Smith, as per instructions in our estimate of 27th August including:

Our professional service, supervision, attendance and documentation relevant to the funeral	680.00
Supplying a full furnished 'Norwich' coffin as selected	310.00
Conveying deceased from St. John's Hospice to our funeral home	75.00
Services of our qualified embalmer	60.00
Provision of a hearse plus bearers for the funeral	160.00
Provision of two following limousines	210.00

**£1495.0
0**



Disbursements paid on your behalf:

St. Andrews Church fees	160.00	
Anytown Cemetery fees	580.00	
Death notice - Evening News	35.00	
Thanks notice -do -	23.00	798.00
		<u>£2293.0</u>
		<u>0</u>



Example of an Arranging Form

	Date	Prelim. Form	Ref.
	Arranged by	Form A/CR 1	Confirmation to client
		Form B/CR 4	Day Book
	Reg. Cert no.	Form C/CR 5	Previous Funeral of
		Coroner 101 or Form E/CR 6	Previous Funeral ref.
	Deceased Name		Title
	Home address		
			Tel. No
	Date of death	Time	Place of death
	Deceased occupation		Remove from and time
	Pacemaker	Size	
	Client's Name		Relationship
	Address		
			Tel. no
	Occupation		
	Funeral day and date		



Ceremony/Service at		Time	
Burial/Cremation at		Time	
Coffin home/into church			
Day and time			
Funeral leaving from			
Return to			
Minister/Officiant		Tel. no	
Denomination	Transport	Organ	
Hymns/special music			
View	Times	Embalm	
Clothing		Jewellery	
Professional services			
Cortege			
Additional limousines/minister car			
Extra miles hearse limousine			
Removal charge			
Additional removal			



	charge		
	Embalming charge		
	Additional services		
	Coffin/casket dimensions		
	Doctors fees		
	Crematorium fees		
	Church fees		
	Minister/Officiant fee		
	Organist fee		
	Cremated remains/urn/scatter/bury/witness		
	Day and time		
	Minister		
	Details of grave no. Depth		
	Owner/Purchaser		
	Memorial		
	Flowers		
	Press notices		
	Acknowledgement(s)		



	Service sheets			
	Catering			
	Sundry disbursements			
	Totals			
	Account to			
	Address			
	Confirmation to			
	Estimate received or to be sent			



CONFIRMATION OF FUNERAL ARRANGEMENTS

The arrangements are confirmed for the funeral of the late
of _____ who died on _____ aged _____
Cortege to leave _____ a.m./p. _____
on _____ at _____ m. _____
_____ a.m./p. _____
for Service at _____ at _____ m. _____
_____ a.m./p. _____
followed by committal at _____ at _____ m. _____
Further information _____

ESTIMATE OF CHARGES AND DISBURSEMENTS

To: Arranging and conducting the funeral of the above named, including our
Professional services, attending to all of the necessary arrangements, provision of
the necessary staff and care of the deceased prior to the funeral

£ _____
Conveying deceased from _____ £ _____
to _____ £ _____
Supplying of coffin/casket as selected _____ £ _____
Provision of a hearse for the funeral _____ £ _____
Provision of a limousine for the funeral _____ £ _____
£ _____

Additional service charges

Out of hours removal charge £ _____
Embalming (if not included previously) £ _____
_____ additional limousine(s) £ _____
Other services _____ £ _____
£ _____

Total estimated charges £ _____



Disbursements - payments to be made on behalf of client:

Crematorium fees	£
Cemetery/Churchyard fees	£
Church fees	£
Minister's fees	£
Doctors' fees (cremation certificates)	£
Newspaper notices	£
Other items	£
.....	£
Total estimated disbursements	£
Total estimate	£

PLEASE NOT THAT THIS IS NOT AN ACCOUNT

Client

..... Date

The following two pages could be used as the inside of a price list, with the cover giving the name of the firm with the various logos etc. The back page could have the Code of Practice Principles printed on it.



THE CATHEDRAL SELECTION

In accordance with the Code of Practice of the National Association of Funeral Directors we offer a

Simple Funeral Service, as follows:

- (a) The Funeral Director's services
- (b) Attending to all of the necessary arrangements
- (c) Provision of the necessary staff
- (d) Provision of a simple coffin suitable for cremation or burial
- (e) Transfer of the deceased from the place of death in normal working hours (at least 10 running miles allowed)
- (f) Care of the deceased for up to fourteen days prior to the funeral
- (g) Provision of a hearse to the nearest crematorium or cemetery (within 10 running miles)
- (h) If burial is specified (where this is available locally) this may involve an additional charge
- (i) This specification excludes specifically the following services
 - (1) Embalming
 - (2) Viewing of the deceased
 - (3) Provision of a limousine
 - (4) Any fees or disbursements payable on the client's behalf

TOTAL COST OF THE SIMPLE FUNERAL SERVICE £

IN ADDITION TO THE ABOVE, WE OFFER THE FOLLOWING SERVICES:

- (i) Professional services, including:
 - (a) The Funeral Director's services
 - (b) Attending to all of the necessary arrangements
 - (c) Provision of the necessary staff
 - (d) The care of the deceased in hygienic conditions
 - (e) Visits to the Chapel of Rest £
- (ii) The conveying the deceased from the place of death in normal working hours (20 running miles allowed) £
- (iii) The provision of a hearse to the nearest crematorium or cemetery £
- (iv) Removal of deceased outside of normal working hours £



(v) Extra limousine (maximum seating 6 persons)	£	each
Conveying deceased into Church or home address before the		
(vi) funeral	£
(vii		
) Weekday evenings	£
(viii		
) Weekends and Public/Bank Holidays	£
(ix) Hygienic treatment/temporary preservation	£
Dressing deceased in personal clothing when hygienic		
(x) treatment not required	£
		per
(xi) Extra mileage over 20 running miles	£	mile
(xii) Attendance at interment of cremated remains	£
(xiii		
) Solid oak casket for cremated remains	£
(xiv		
) Horse drawn hearse and coachman		Price on
(xv) Coffins/caskets as selected	£	application
	

DISBURSEMENTS

Disbursements are paid on behalf of clients for such items as:

- Church, Crematorium and Cemetery Fees
- Notices in newspapers, printing of service sheets etc.
- Doctors' Fees - cremation certificates
- Flowers, memorialisation, catering etc.

NB. The exact cost of disbursements are not always known in advance of the funeral, in which case they may not be accurate, however, we shall endeavour to give our best estimate of the costs involved.



THE CATHEDRAL SELECTION OF COFFINS AND CASKETS

THE WELLS coffin	Oak veneered type coffin with hardwood mouldings, gloss finished, brassed furniture and inscribed nameplate. Simply furnished interior £
THE LINCOLN coffin mouldings,	Oak veneered type coffin with raised lid and hardwood gloss finished, brassed furniture and inscribed nameplate. Fully furnished interior £
THE NORWICH coffin	Genuine oak veneered coffin with panelled sides and oak mouldings, gloss finished, brassed furniture and inscribed nameplate. Fully furnished interior £ (If coffin fitted with a raised lid add a further £)
THE SALISBURY coffin sides and	Selected solid mahogany coffin with raised lid, panelled matching mouldings, gloss finished, brassed furniture and inscribed nameplate. Full furnished interior £
THE CHESTER coffin	Select solid oak coffin with raised lid, panelled sides and matching mouldings, gloss finished, brassed furniture and inscribed nameplate. Full furnished interior £
THE WINCHESTER coffin oak	Select genuine oak veneered casket with raised lid and mouldings, gloss finished, brassed casket furniture and



inscribed
nameplate. Fully furnished interior casket set

THE CANTERBURY coffin crafted Specially selected solid oak casket with framed panels, corner posts, raised lid and oak mouldings, gloss finished, fitted with metal casket handles and inscribed nameplate. Fully furnished with quilted interior casket set

ASSESSMENT CRITERIA

Module 4 Unit 13	ASSESSMENT CRITERIA
	The learner can:
4.13.1	Describe the administrative procedures to be followed after a funeral arrangement.
4.13.2	Describe the process for the ordering of personal client requests.
4.13.3	Describe the process for the use of acknowledgement stationery.
4.13.4	Explain how to render accounts.
4.13.5	Describe the administrative process for managing donations.
4.13.6	Describe how to plan and co-ordinate resources in order to meet client requests.
4.13.7a	Identify the structure of a final invoice.
4.13.7b	Identify the essential information to include in a final invoice.



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