

FLORIDA STATE COLLEGE AT JACKSONVILLE

COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER: FSE 2201

COURSE TITLE: Funeral Home Operations

PREREQUISITE(S): FSE 2202

COREQUISITE(S): None

CREDIT HOURS: 3

CONTACT HOURS/WEEK: 4

CONTACT HOUR BREAKDOWN:

 Lecture/Discussion: 2

 Laboratory: 2

 Other _____:

FACULTY WORKLOAD POINTS: 3.34

STANDARDIZED CLASS SIZE ALLOCATION: 25

COURSE DESCRIPTION:

This course is designed to give the student an understanding of the principles of the operations of a funeral home. Topics to study will include merchandising, casket and vault construction, pre-need and at-need funeral arrangements, funeral services forms, and death benefits.

SUGGESTED TEXT(S): Klicker, R.L. (1999). Funeral Directing and Funeral Service Management. (Latest Edition) Buffalo, NY: Thanos Institute

IMPLEMENTATION DATE: Spring Term, 2002

REVIEW OR MODIFICATION DATE: Fall Term, 2002 (20031)

COURSE TOPICS	<u>CONTACT HOURS PER TOPIC</u>
I. Review funeral industry	3
II. Caskets and Urns	7
III. Outer burial containers	5
IV. Burial garments, Mementos, Floral Merchandise, and other	6
V. Merchandise Presentation	9
VI. Direct and Indirect Sales Approach	8
VII. Inventory and Sales:	8
a. Balance Line Formula (2)	
b. Rolling Stock (2)	
c. Sales (2)	
d. Market (2)	
VIII. Pre-need and at-need funeral arrangements	5
IX. Funeral services forms	5
X. Death benefits	4

PROGRAM TITLE: Funeral Services

COURSE TITLE: Funeral Home Operations

CIP NUMBER: CIP: 1312030100 (AS); CIP: 0312030100 (AAS)

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

08.0 TAKE CARE OF THE DEAD IN A MANNER WHICH RECOGNIZES THE INHERENT DIGNITY OF MAN--
The student will be able to:

08.01 Give evidence of respect for human remains.

10.0 INTERPRET AND COMMUNICATE THE PURPOSES, PROCEDURES, AND VALUES OF FUNERAL SERVICES--The student will be able to:

10.01 Identify the purposes which the funeral serves for the family, friends, church, occupational associates, and community of the deceased.

10.02 Identify the values of the funeral.

10.03 Define common terms used in funeral services.

10.04 Identify the psychological purposes and values of the funeral.

10.05 Identify the sociological purposes and values of the funeral.

10.07 Identify the philosophical purposes and values of funeral service.

14.0 MANAGE PERSONNEL, FACILITIES, AND OTHER RESOURCES--The student will be able to:

14.01 Answer the telephone properly.

14.02 Receive initial contact information accurately and appropriately.

14.03 Identify importance of:

14.03.01 The appearance and cleanliness of the funeral home, preparation room, funeral coach, limousine, and parking lot.

14.03.02 The need for confidentiality of funeral home records, family records and financial data.

14.03.03 Maintaining staff communications.

14.04 Identify the procedure for filing the death certificate at the proper agency and obtaining related permits if required.

14.05 Identify equipment necessary for the removal of an adult, child or infant from a hospital, residence or other place of death.

14.06 Identify all equipment appropriate for any funeral service.

14.07 Identify the procedure for properly receiving those who make a visitation to the funeral home.

14.08 Identify the procedures for dressing and casketing the remains.

14.09 Identify the procedures for placing the deceased in a visitation room.

14.10 Identify equipment needed to accomplish interment, increment, and entombment.

14.11 Identify the procedures for the completion of insurance forms.

14.12 Complete the recording of information in a register book.

LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

NUMBER(S): TITLES(S):

- 15.0 APPLY BUSINESS PRINCIPLES AND PRACTICES TO FUNERAL SERVICE--The student will be able to:
- 15.01 Prepare a financial memorandum pertaining to services provided, merchandise selected, cash advances, and supplemental items.
 - 15.02 Define and properly use the terminology associated with funeral merchandise, merchandise display, and funeral supplies.
 - 15.03 Identify, define, and describe the various types of outer enclosures.
 - 15.04 Differentiate between Functional, Unit, B-Unit and Itemization methods of quoting the price(s) of funeral service.
 - 15.05 Apply basic accounting principles in keeping mortuary records.
 - 15.06 Identify the major items of income and expenses which should be included in the budget of a funeral home.
 - 15.07 Define basic accounting terms.
 - 15.08 Analyze financial data, make financial decisions, and recognize the effects of economies on existing funeral services.
 - 15.09 Identify the dual role of the funeral director, and list the major responsibilities of each role.
 - 15.10 Distinguish between the direct and indirect approaches in helping clients to select merchandise, and list the advantages and disadvantages of each method.
 - 15.11 Identify the insurance needs of a funeral director, and funeral service practice.
 - 15.12 Identify the application of the Federal Truth in Lending Act to funeral service.
 - 15.13 Identify the importance of purchase disclosures.
 - 15.14 Identify the applications of the Federal Wage and Hour Act to funeral service.
 - 15.15 Distinguish a cognovit from a promissory note.
- 27.0 RECOGNIZE THE IMPORTANCE OF INTER-PROFESSIONAL AND INTRA-PROFESSIONAL RELATIONSHIP AND RESPONSIBILITIES--The student will be able to:
- 27.01 Identify common interest areas existing between funeral directors, florists, cemeterians, monument dealers, news media, the legal profession, the judiciary, hospital administrators, governmental agencies and local police.
 - 27.02 Identify the aims and purposes of a funeral director-clergy relations committee.
 - 27.03 Identify common concerns inherent in physician-funeral director relationships.
 - 27.05 Identify the aims and purposes of a funeral director-pathologist autopsy committee.
 - 27.07 Describe the structure of "multi-unit" funeral home organizations (public stock corporations).

