The Pre-Funeral Visit

**General**
- Listen and observe
- Ask where you should sit
- Build trust
- Gather information
- Ask open questions and check facts
- Ascertain who is who
- Take notes

**Arrange Service**
- Check family details

Confirm funeral details

- No. of guests
- Follow coffin?
- Music
- Hymns
- Bible reading
- Other reading/poetry
- Order of Service?
- Particular requests

**Learn about the deceased**
- Family details
- Education
- Marriage/Partners
- Working Life
- Interests
- Personality/Beliefs/Characteristics
- Circumstances surrounding death