

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