



Module 3 Funeral Booking

For module 3, would you please download the [funeral booking sheet](#). And also a plain index card with a name at the top right hand corner. Thank you.

Now we're going to talk about module 3.

And I find this is really interesting, this part. First of all, we're going to talk about a booking form. It's essential when you get a booking to conduct a funeral; say from a funeral director or from a relative who might want you to be the celebrant.

You need a good, effective booking form.

On that, you record your contact name, phone number, fax number, the deceased name, date of death, family contact, relationship to the deceased, and that phone number of the family contact, the date of service, location of the service, and the time of the service, whether it's a burial that you're going to be conducting or a cremation, and what your fee will be.

And then the most important thing I always feel is to meet with the family.

As many members of the family as you possibly can. Not only family, often friends, close friends can be invited to this meeting.

I suggest also that you take the meeting away from their telephone, at a place where they can focus in on a discussion about their loved one. So you write down your time, your date,

and where you're going to meet. And any other details which you need as a celebrant for that booking form.

So then, you've arranged to meet with the bereaved.

What I'd do, and what I feel is really really essential to give empathy and have active listening to each person is to give everyone a card, an index card. Quite often, they can't talk. They're full of grief, they're numb, and they may not be able to even speak.

But once we have a card, for each member of the group around you, you write the name on the top of the card of that person. And you begin to talk. Allow some time, first of all, for them to have a little meal before you get there. And then you begin a discussion.

And ask them to recall anecdotes and stories about their loved one, so that they can then bring to the service a true picture of the person that they are remembering. This makes the funeral service totally and utterly personal. The best compliment you can be paid when you come out of the chapel or wherever you have the service is "You had that person's spot on. Are you related to that person?"

Always dress appropriately for this meeting.

And of course, active listening is the important part. The other thing is take the lead. Make sure that you take the lead in this discussion. And be aware of any conflict that might be there within the room. It's happened quite often that a father might book you, a husband might book you, and yet the son or the daughter who might not even get on together have their different ideas on what they would like at the service. So that's your challenge.

And of course, if you're conducting a business in becoming a celebrant, be aware of the media locally

Make sure that you let the media know that nowadays, people can choose their own celebrant. This completes module 3. And module 4, we'll be discussing the formal service and the various rituals.