

DANIEL ROBINSON & SONS

INDEPENDENT FAMILY FUNERAL DIRECTORS



The Role of Receptionist

A typical day in the life of a Funeral Director's Receptionist

- 8.45am** Arrive at the office.
Ensure that everything is clean and tidy, check leaflet stands are stocked and any fresh flowers still looking good.
- Check appointments for the day and ensure that rooms are ready to receive visitors.
- Ensure we have enough tea/coffee and milk for visitors (and staff!)
- 10.00am** Greet first visitors of the day.
Show them to the arranging room and offer them a drink.
Advise the Funeral Arranger that the family is here.
- Log donations cheques received on our in-house software, issue client receipts for any cheques received and check funeral paperwork prepared by one of the Funeral Arrangers.
- 11.30am** Send follow up letters to clients regarding memorials.
- A lady calls in to collect her father's cremated remains. She requests a scatter tube so I show her the selection and then arrange for the ashes to be transferred so she can take them today.
- 1.00pm** Take a first call from a family, advising that a gentleman has died. The Funeral Arrangers are all occupied so I take some details and advise that a colleague will call back shortly.
- 2.30pm** A family arrives to view a deceased in the Chapel of Rest.
I make the necessary checks and then show them through to the Chapel. They are quite distressed when they come out so I make them some tea and sit with them for a while before they leave.
- 3.30pm** Some flowers are delivered for tomorrow's funeral. I make sure the deceased's name is on the card and then enter the details on the log so the Funeral Director knows which funeral they are for.
- 4.30pm** Log cremated remains that have been collected from the crematorium and notify the office that they are back.
- 5.00pm** Ensure the client areas and staff kitchen is clean and tidy and leave for the day.

*We asked a few of our Receptionists about their role,
and here is a selection of their responses:*

What was your main career before you joined the Funeral Profession?

- ◆ Receptionist at a Care Home
- ◆ School Teacher
- ◆ Office Administrator

What do you like most about your job?

- ◆ Showing families into the Chapel of Rest
- ◆ Being the first contact when families come through the door
- ◆ Looking after people
- ◆ The variety
- ◆ Having my own space and being able to work independently

Is there anything you don't like about your job?

- ◆ It can be challenging when I'm on the phone to a client and another family walks through the door but I just remain calm and manage the situation.
- ◆ Some viewings can be difficult but I just remind myself that I am there to support the family as best I can.
- ◆ It was difficult at first because there is a lot to learn but thankfully my colleagues are very helpful and supportive.

What would you consider to be the main skills required to be a Funeral Director's Receptionist

- ◆ Good organisational skills
- ◆ Attention to detail
- ◆ Empathy
- ◆ Ability to multitask
- ◆ Enjoy working with the public