

# DANIEL ROBINSON & SONS

INDEPENDENT FAMILY FUNERAL DIRECTORS



## THE ROLE OF FUNERAL DIRECTOR

# A typical day in the life of a Funeral Director

- 8.45am** Arrive at the office.  
Check that the vehicles are ready for this morning's funeral.
- Carry out final checks on the deceased (to include appearance, identification, jewellery and personal effects) before the coffin is closed and sealed.
- Liaise with the Funeral Arranger regarding any special instructions and then brief the bearers.
- 10.00am** Page the cortege from the funeral home (ie walk in front of the hearse and following vehicles). Greet the family at the crematorium and then ensure everything is in place before leading the bearers into the crematorium chapel.
- Show the family to the flower cloisters and wait with them until they are ready to leave.
- 11.30am** Arrange for the cars to be cleaned (helping as required) and repeat the process above for the next funeral of the day.
- Check the routing of the funeral tomorrow which is out of area, to make sure we have allowed enough time and to see where the house is.
- Have a bite to eat.
- 12.15pm** Make up some stock coffins and prepare name plates.
- 1.00pm** Leave for the afternoon funeral.
- 2.30pm** Back at office. A removal is pending and I am required to go with a colleague to collect a deceased from a nursing home. The family are there and I talk to them about what happens next and advise them that one of my colleagues will call them to discuss the funeral arrangements in more detail.
- 3.30pm** Carry out weekly vehicle checks and ensure that the removal ambulance is fully stocked.
- 4.30pm** Telephone a family and get paperwork up to date for the funerals I am arranging.
- 5.45pm** Leave for the day to take the telephones overnight as I am Duty Manager this evening.

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

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

- ◆ Carer
- ◆ Fireman
- ◆ Bank Clerk
- ◆ Joined after attending college to study art

### **What do you like most about your job?**

- ◆ Looking after families on the day of the funeral
- ◆ Ensuring that the deceased looks their best for the family; I consider it a huge privilege
- ◆ Leading the funeral cortege
- ◆ Getting to meet lots of different people

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

- ◆ Digging cremated remains plots can be very awkward, especially if the ground is hard
- ◆ Burials in the rain, snow and ice
- ◆ Dealing with feuding families

### **What would you consider to be the main skills required to be a Funeral Director?**

- ◆ Good organiser
- ◆ Good communicator, and the ability to deal with different types of people
- ◆ Problem solver
- ◆ Good leader
- ◆ Ability to remain calm under pressure
- ◆ Being able to think on your feet
- ◆ Ability to give and follow instructions
- ◆ Smart appearance