COURSE NO., HOURS, AND TITLE: MSFS 351-4  Funeral Service Management

LECTURE: Online delivery

PROGRAM MISSION STATEMENT:
The mission of the Mortuary Science and Funeral Service program is to challenge students to achieve academic and professional excellence; prepare students to acquire entry level positions in the funeral service profession; provide quality instruction and stay current with trends of the profession; cultivate and maintain excellent relations with local, state, and national organizations; enhance university and community relations; and work toward the continued improvement of the Mortuary Science and Funeral Service program as an ongoing process.

COURSE DESCRIPTION:
The student will learn skills necessary to effectively manage a funeral home. Included are the funeral director’s responsibilities from the first call to the completion of the funeral service. Topics include completing pre-need and post-need forms, human resource management, financial management, facilities management, maintenance of records, religious ceremonies and professional ethics. Lecture four hours. Prerequisite: MSFS 240 and IMS 120.

PREREQUISITE TO: MSFS 352

COURSE OBJECTIVES:
Upon satisfactory completion of this course, the student shall be able to:

1. Identify the goals, objectives, and primary responsibilities of the funeral service manager.
2. Describe management functions as they relate to funeral service.
3. Discuss concepts of funeral service management as they relate to client-families, community, personnel (staff) and professional associations.
4. Identify the five areas of management and discuss the significance as it relates to funeral service.
5. Discuss procedures related to disaster management
6. Demonstrate knowledge of operational procedures specific to funeral service
7. Identify trends in funeral service
8. Understand the primary responsibilities of the funeral director
9. Have an understanding of the time frames in which the services of the funeral director are typically provided (i.e. pre-need, at-need, and post funeral follow-up).
10. Understand the value of proper telephone techniques
11. Be capable of transferring a human remains from the place of death to the funeral home using generally accepted procedures and equipment
12. Have the technical skills necessary to meet with a family in the arrangement conference
13. Have an understanding of a cross-section of American religious funeral customs
14. Have an understanding of fraternal and military funeral procedures
15. Be able to discuss with client families prefunded/preplanned funerals
16. Have general knowledge of the regulations for transferring human remains
17. Be familiar with specific vocabulary associated with funeral service.

**TOPICAL OUTLINE:**

<table>
<thead>
<tr>
<th>Topics</th>
<th>Percentages of Time</th>
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<tbody>
<tr>
<td>I. Small Business Management</td>
<td>10%</td>
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<td>II. Five Areas of Management</td>
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<td>III. At-need, Pre-need, and Post-funeral Follow up</td>
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<td>IV. Telephone Etiquette</td>
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<td>V. Mortuary Procedures Rendered to the Family and the Deceased From Death, Through Services to Burial</td>
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<td>VI. Religious Funeral Customs</td>
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<td>VII. Fraternal and Military Funeral Procedures</td>
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<td>VIII. Personal and Professional Ethics</td>
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**TEXTBOOKS:**

**Required:**


**Instructor:**

Mr. Anthony Fleege
Office #: ASA 116
Phone: (618) 453-5698
e-mail: splash@siu.edu
Office Hours: MW 8-10
T 8-10
And by Appointment.
### GRADING:

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A=92-100%
B=83-91%
C=75-82%
F=74% or below

Time of final exam – the week of May 9th-13th

Note: Changes may be made to this syllabus during the semester, at the discretion of the instructor as needed.