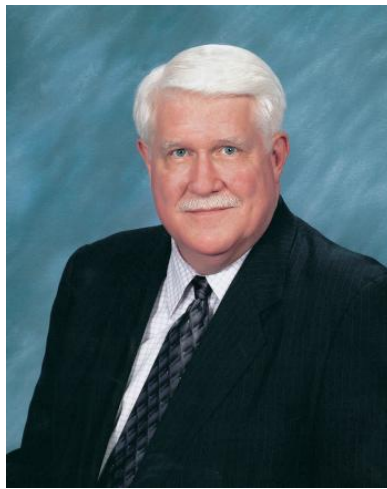


FUNERAL SERVICE VOCABULARY LIST



TODD W. VAN BECK

Table of Contents

Contents

History.....	3
Funeral Directing.....	7
Sociology of Funeral Service	12
Jewish Funeral.....	25
Psychology	26
Funeral Service Management.....	30

History

Acolyte: An alter attendant in the church.

Autopsy: A postmortem examination to determine the cause of death.

Bier: A casket support, on wheels or stationary. It comes from the German word *beer*.

Caisson: An ammunition wagon originally, but is used today in military funerals.

Casket Bearer: One who actively carries the casket.

Canopic Jar/Urn: A jar used by the Egyptians to hold the viscera.

Cult of Osiris: The worshippers of Osiris, the God of the underworld and death in ancient Egypt.

Cadaver: A dead human body used for scientific investigations.

Candelabrum: A decorative candle holder.

Canopy: A tent or protective covering.

Catacombs: Underground burial chambers.

Coffin: Body shaped burial receptacle.

Consecrated Ground: Ground that has been blessed by a priest or minister for burial purposes.

Celebrant: One who celebrates the mass.

Cemetery: Sleeping place, a place for burial of dead human remains.

Cenotaph: A memorial with no dead body present.

Columbarium: An above ground building that contains niches to hold cremains.

Cortege: A funeral procession.

Cremate: To burn dead human remains.

Cremains: The end product from a cremation.

Crematory: The place where the cremation takes place.

Funeral Service Vocabulary List

Cross Bearer: A person who carries the cross in a religious ceremony.

Crypt: A burial place that is above ground in a mausoleum for casket remains.

Death Watch (Death Crier): Called throughout the town about a death, a vocal obituary notice.

Dirge: A sad, mournful song; a song of lament.

Disinter: To remove buried remains from the earth.

Door Badge: Flowers or a wreath hung on a door of a business to signify a death.

Effigy: A likeness or representation of a person.

Embalm: To put balm into; disinfection, preservation and restoration.

Elegy: A sad or mournful poem.

Entombment: To put into a tomb or burial in a mausoleum.

Epitaph: A commemorative inscription on a tombstone.

Eulogy: Funeral oration.

Exhumation: Digging up of the body.

Funeral (Funeralis): A torchlight procession.

Genuflect: In the Catholic Church, the touching of the right knee to the floor as a sign of reverence in front of the altar.

Inhume: To bury.

Inter: To bury.

Indigent (Pauper): A poor person.

Inquest: An investigation into the cause of death.

Inurnment: To put ashes in an urn.

Lectern: A reading stand.

Libitinarius: A Roman funeral director.

Requiem Mass: A Roman Catholic funeral mass.

Memorial Service: A service without the body present.

Memorial Society: A group of people trying to defray the cost of a funeral.

Mausoleum: An above ground burial chamber for casketed remains.

Necropsy: An autopsy.

Niche: A place in a columbarium for cremains.

Obituary: A published death notice.

Pall: A decorative cloth with religious significance.

Perpetual Care: Taking care of the grave eternally for a fee.

Post Mortem: After death.

Prie-Dieu: A Catholic kneeling rail or bench in the church.

Purgatory: Place or state of punishment wherein according to Roman Catholic doctrine the souls of those who die in God's grace may make satisfaction for past sins and so become fit for heaven.

Rabbi: A Jewish teacher.

Reader: A person who reads the Scripture, mostly found in the Christian Science churches.

Receiving Vault: A temporary vault for casketed remains when a grave is not available.

Retort: The burning chamber in a crematory.

Rosary: Prayer beads used in the Catholic Church.

Sanctuary: Part of the church around the altar; the place of worship.

Sarcophagus: Massive burial receptacle, actually/originally *flesh eater*.

Scapular: A piece of cloth having religious significance, worn by a priest.

Sect: A specialized group.

Secular: Worldly (nonreligious).

Sepulchre: A burial place or tomb.

Sexton: The caretaker of the church and the cemetery.

Shroud: A winding sheet or burial cloth.

Speaker: Mormon Church lay minister.

Tomb: A burial place.

Funeral Service Vocabulary List

Undertaker: A person who undertook many tasks; a funeral director.

Wake: A period after death where people watched the dead body; the purpose was to protect and to make sure the body was dead.

Funeral Directing

Acknowledgement Cards: Cards of recognition sent to friends for kindness shown to a deceased's family.

Acolyte: An altar attendant.

Altar: An elevated place of structure on which sacrifices are offered or at which religious rites are performed.

Ambulance: An automobile properly equipped for transporting the sick and injured.

Arrangement Form: A printed form the funeral director uses in planning the details of a funeral service with the family of the deceased.

Arrangement Room: A private room in the funeral home used specifically for the funeral director and the family to make funeral and financial arrangements.

Automobile List: A list of vehicles used in the funeral procession (cortege) showing the names of the occupants and location of the procession.

Autopsy: The dissection of the dead human body for the purpose of ascertaining the cause of death.

Burial Certificate (Burial Permit): A legal form issued by local government authorizing disposition of the dead human body.

Burial Insurance: Insurance used specifically to provide for funeral expenses.

Casket Bearer: One who actively bears, carries or attends the casket during the funeral service and at the committal service.

Celebrant: The officiant who celebrates the mass or service.

Cemetery: An area of ground set aside and dedicated for the final disposition of dead human bodies.

Cenotaph: A monument erected to the memory of the dead with the dead human body not present.

Certified Copy of a Death Certificate: A legal copy of the original death certificate.

Chapel: A building or designated area of a building in which services are conducted.

Chaplain: An ecclesiastic attached to the chapel of the institution, military unit, fraternal organization, etc.

Christian Burial Permit (Priestly Lines, Priest Letter, Christian Burial Certificate): A letter from a priest stating the eligibility of the deceased for funeral rites according to the laws of the Roman Catholic Church.

Funeral Service Vocabulary List

Clientele: Those who continue to seek professional help and advice from an individual.

Columbarium: A structure, room or space in a mausoleum or other building containing niches or recesses used to contain cremated remains.

Committal Service: That portion of the funeral that is conducted at the place of interment or other location of disposition of dead human bodies.

Cortege: A funeral procession.

Cremate: The reduction of the dead human body to inorganic bone fragments in a specially designed retort.

Cremains: Cremated human remains.

Cremation Permit: A certificate issued by local government granting permission for cremation of a dead human body.

Crematory: A furnace or retort for cremating dead human bodies; a building that houses a retort.

Cross Bearer: One who carries or attends the cross during a funeral, i.e. crucifer.

Crypt: A chamber in a mausoleum, of sufficient size, generally used to contain the casketed remains of a deceased person.

Death Certificate: A legal document containing vital statistic information pertaining to the deceased.

Death Notice: A classified notice publicizing the death of a person and giving those details of the funeral service that the survivors wish to have published.

Death Rate (Mortality Rate): The relation of the number of deaths to the given population, usually stated for a given period of time.

Deceased: One in whom all physical life has ceased; the dead.

Disinter: To remove from the grave or tomb.

Elegy: A mournful song or poem of lamentation for the dead.

Entombment: The placing of remains in a crypt in a mausoleum.

Epitaph: A commemorative inscription on a monument or tomb.

Escort: To accompany, as a leader of the procession or guardian of the group.

Etiquette: Conventional requirements as to social behavior.

Eulogy: An oration praising an individual, usually after death.

Exhumation: An act of disinterring a dead human body.

Family Room: That portion of the funeral home designed for the privacy of the family.

Fraternal: Belonging to a brother; of or relating to a brotherhood.

Funeral Arrangements: The term applied to the completing of the service and financial details of the funeral.

Genuflect: The act of bending the right knee as an indication of reverence.

Gratuity: An unsolicited gift; a tip.

Honorarium: An unsolicited gift; usually an honorary payment for gratuitous or professional service.

Honorary Casket Bearers (Honorary Pallbearers): Friends or members of an organization or group who act as an escort or honor guard for the deceased. They do not carry the casket.

Indigent: One who lacks the necessities of life; needy, poor.

Informant: One who supplies the vital statistic information concerning the deceased.

Inquest: An official inquiry or examination to determine the cause of death.

Inter: To bury, or inhume in the ground

Interment: The act of placing the dead human body in the ground, i.e., burial.

Inurnment: The act of placing cremains in an urn.

Lobby (Vestibule): An entry way to a funeral home or church, i.e., narthex.

Lot: A space set aside in a cemetery for several grave spaces, i.e., plot.

Mass: The liturgical celebration of the Eucharist of the Roman Catholic Church.

Mausoleum: A building containing several crypts or vaults for entombment.

Memorial Park: See cemetery.

Monument: A structure of stone or metal commemorating the life, deeds or career of a deceased person.

National Cemetery: A cemetery created and maintained under an act of Congress.

Niche: A recess in a columbarium used for the permanent placing of cremated remains.

Obituary: A news item concerning the death of a person, usually containing a biographical sketch.

Officiant: One who conducts a religious service or ceremony.

Funeral Service Vocabulary List

Obsequies: Funeral rites or burial ceremonies.

Pastor: One having spiritual care over a number of people.

Pauper: See indigent.

Perpetual Care: An arrangement made by the cemetery whereby funds are set aside, the income of which is used to maintain the cemetery plot indefinitely.

Postlude: Music played at the close of a service.

Post-Mortem: After death.

Prearranged Funeral: Arrangements that have been completed prior to need.

Prelude: Music played prior to a service.

Processional: The movement, in an orderly fashion, at the beginning of a service.

Rabbi: A teacher and leader of the Jewish faith.

Reader: One authorized to read the lessons and Scriptures in the Christian Science faith.

Receiving Vault: A structure designed for the temporary storage of bodies that will not be immediately interred.

Recessional: The movement, in an orderly fashion, at the end of a service.

Retort: The burning chamber in a crematory.

Rosary Beads: Beads and crucifix used as an aid in the recitation of prayers.

Rosary Prayers: Prayers recited at a rosary service.

Rosary Service: A prayer service in the Roman Catholic faith.

Scapular: A piece of cloth having religious significance, usually worn around the neck.

Sect: A group of persons distinguished by peculiarities of faith and practice from other groups adhering to the same general faith and/or practice.

Sexton: One who is in charge of the cemetery; the caretaker of a church.

Social Security Administration: A branch of the Federal Department of Health, Education and Welfare that provides benefits for retirement, survivors' insurance, disability, health insurance and death benefits.

Speaker: The one who officiates at the service in the Latter Day Saints faith.

Funeral Service Vocabulary List

Tomb: A general term designating those places suitable for the reception of a dead human body.

Transit Permit: The legal document issued by local government authorizing transportation of dead human bodies.

Transportation Papers: Documents, as prescribed by law, necessary for transporting dead human bodies by common carrier.

Visitation: The calling of friends and relatives to pay respect prior to the funeral service.

Wake: A watch kept over the deceased, sometimes lasting the entire day and night preceding the funeral.

Widow: A woman who has lost a spouse through death.

Widower: a man who has lost a spouse through death.

Sociology of Funeral Service

Adaptive Funeral Rite: A funeral rite that is adjusted to the needs and wants of those directly involved; one that has been altered to suit the trend of the times.

Acknowledgement Cards: The cards that are sent to friends and relatives thanking them for their kindness shown to the family of the deceased.

Actual Custody: The physical possession of the dead human body.

Acolyte: An altar attendant.

After Service Call: A call made by the funeral director or assistant to the surviving relatives after the funeral services.

Altar: An elevated structure upon which the religious ceremonies are performed.

Amulet: A small charm or object that is believed to hold a magical *charge* able to influence circumstances or events.

Anticipatory Grief: A syndrome characterized by grief in anticipation of death or loss; the actual death affirms the pre-knowledge.

Arrangement Form: A printed form the funeral director uses in planning the details for a funeral service with the family or friends of the deceased.

Artificial Grass: Imitation grass in the form of mats that are placed around the grave.

Avatar: A human embodiment of a Divinity or a divine quality.

Backhoe: Heavy ground moving equipment used to dig the grave and close it.

Bereaved: Deprived of something valuable or beloved.

Bereavement: The event of producing acute denial and dispossession due to death of a loved one.

Bureaucratization: The creation of a system that governs through departments and subdivisions managed by sets of officials following an inflexible routine.

Burial: The process of placing the body of a deceased in a grave.

Burial Insurance: Insurance used specifically to provide for funeral expenses.

Burial Permit: The legal document that is issued by a government office that allows the burial of the deceased.

Burial Rites: Those religious ceremonies and practices conducted for honoring the dead.

Canopic Jars: Four ceramic containers, with carved heads for lids, that hold the extracted and embalmed soft tissues removed from the body before mummification.

Canopy: The portable awning that is used to shelter the grave site at the time of the burial service.

Cardinal: A member of the College of Cardinals who is appointed by, and ranks just below, the Pope.

Casket: A case in which the human remains are placed for protection, practical utility and display.

Casket Bearer: A person who carries the casket and/or attends it at the funeral service and at the graveside service.

Casket Coach (Funeral Coach): The vehicle used to transport the casket from place to place; a hearse.

Casket Rack: A display rack where caskets are placed one on top of another.

Casket Selection Room: The sales room in the funeral home for the display and sale of caskets.

Casket Veil: A sheer net that is placed over the body in an open casket.

Catacombs: An underground chamber with recesses for burial sites.

Catafalque: The raised structure on which a casket is placed during a wake; a bier.

Celebrant: The official who celebrates the mass.

Cemetery: The area or ground set aside for the final disposition of the dead.

Centotaph: A monument erected to honor the deceased whose body is buried elsewhere.

Ceremony: Similar to ritual but it may or may not have symbolic content.

Certified Copy of Death Certificate: A legal copy of the original death certificate.

Chancel: The space around the altar of a church for the clergy and choir, often enclosed by lattice.

Chanting: The singing or dirging of the sacramental service, all or portions thereof.

Chapel: A building in which the religious services are conducted; a place of worship.

Chaplain: A member of the clergy (a minister or layman) who is affiliated with a chapel where he performs religious services.

Christian Burial Permit (Priestly Lines): A letter from a priest allowing a deceased person to receive the funeral rites of the Roman Catholic Church.

City Desk: A department at a newspaper handling local news.

Class: A social grouping in which members possess roughly equivalent culturally valued attributes.

Client-Centered Counseling: Type of counseling in which one comes actively and voluntarily to gain help on a problem, but without any thought of surrendering his own responsibility for the situation. (Coined by Carl Rogers)

Clientele: Those who seek professional help and service.

Code of Ethics: Self-imposed rules of conduct specific to the group only.

Columbarium: The room or designated space in a mausoleum that contains niches or recessed in which urns are placed.

Committal Service: The part of the service that is performed at the place of final disposition—if at a burial, then at the cemetery; if a cremation, it may be at the chapel or other place of the family's choice.

Constructive Custody: The funeral director holds constructive custody of the dead human body, but the ultimate disposition resides with another.

Contemporary: Living or happening in the same period.

Coroner: A public officer whose main function is to investigate by inquest any death that is thought to be of other than natural causes. In addition, he may be called upon when there is no doctor in attendance at the time of death.

Corpse: The body of a deceased human being.

Corpus Christi: In the Roman Catholic religion, it is a festival celebrating the Eucharist on the First Thursday after Trinity Sunday. Literally, it means "Body of Christ."

Cortege: A funeral procession.

Cot: A portable stretcher used for the removal of sick, injured or deceased persons. It is commonly found in service cars and ambulances.

Creed: A statement or summary of religious belief, principles or opinions.

Cremation Permit: A permit given by the local government that allows for the cremation of the deceased.

Cross: The symbolic representation of the crucifix on which Christ was crucified.

Cross Bearer: The one who carries the cross at a funeral.

Crucifer: The person who carries the cross in a religious procession.

Crucifix: A cross upon which is the image of Christ.

Cultural Relativism: The emotional attitude that all cultures are equal and pertinent.

Cultural Universal: Like abstract patterns for living and dying which are identifiable in all cultures.

Culture: Culture consists of abstract patterns for living and dying that are learned directly or indirectly.

Customs: Social behavior that is dictated by the tradition of a people.

Death: The cessation of physical life.

Death Certificate: The legal document that contains vital statistics pertaining to the death and the deceased.

Death Notice: A paid classified notification of the death of a person, including the family names and brief details of the service.

Demographic: Pertaining to demography—the science of vital statistics, or of births, deaths, marriages, etc. of populations.

Diocese: In the Roman Catholic Church, it is the territory under the jurisdiction of a bishop.

Drawing Room: A service room in the funeral home that is informal.

Easement: A right of way given to allow limited use of another's property.

Edition: A single run of a newspaper or publication.

Editor: The person on the newspaper staff who prepares the newspaper for publication by deleting, editing, changing, etc.

Egalitarian: In marriage, to hold that both male and female have equal rights, duties and government power.

Embalmer: A person licensed by a state or states who preserves the dead body from decay, disinfects it and restores it to as lifelike and natural an appearance as possible.

Empathetic: Identifying with and understanding another's feelings.

Endowment: Permanent funds or a source of income designated to cover certain expenses.

Entombment: Placing the remains of a deceased human in a vault, tomb or crypt.

Enculturation (Socialization): The method by which the social values are internalized (learned).

Ethics: The principles of morality, honesty, integrity and decency by which one lives and works.

Ethnic: Designating any of the basic divisions or groups of mankind, or distinguished by customs, characteristics, language, etc.

Ethnocentrism: The emotional attitude that one's own race, nation, group or culture is superior to all others.

Etiquette: Social expectations as to one's behavior, manners, decorum, etc.

Eucharist: The sanctified elements of the Holy Communion in the Roman Catholic Church.

Exhumation: The act of removing the human remains from a grave; disinterment.

Extrovert: A person who directs his attention and interests entirely towards what is outside the self.

Family Room: The room in the funeral home reserved for use by the family only. It usually adjoins the chapel.

Fax: A facsimile machine that is a copier transporting written messages using telephone lines.

Fear: An emotion marked by alarm, dread and uneasiness; an instance of this feeling.

Final Commendation: In the Roman Catholic funeral service, this is the ending of the funeral mass. It is also called the Libera.

Final Rites: This refers to the entire funeral service.

First Call Car: The car used for the transportation of the uncasketed body of the deceased from the place of death to the mortuary.

Flower Car: The car used to transport the flowers from the place of service to the place of final disposition.

Flower Room: The room in the funeral home where the flowers are received and kept until the service.

Folkways: Behaviors that are construed as somewhat less compulsive than mores of the same society.

Fraternal: Referring to a brotherhood or kinship.

Frustration: Thwarted; a state of being caused by being prevented from attaining a goal.

Funeral: Rites with the body present.

Funeral Home (Mortuary): The building in which the body of the deceased is prepared for final disposition, where the service is held and where funeral merchandise is sold.

Funeral Mass: Term for the funeral service of a Christian burial.

Funeral Program (Service, Folder, Memorial Folder): The program providing information about the deceased and the funeral service. It is given to all attending the funeral.

Funeral Rite: An all-inclusive term used to encompass all funeral and/or memorial services.

Garden Crypt: A mausoleum with no inside hall and the name plates of the deceased are on the outside of the building.

Genuflect: The act of bending the knee in a half bent position as a display of worship and prayer.

Golden Rule: One of life's rules saying, "Do unto others as you would have them do unto you."

Grave: An excavation for interring a corpse; a burial place.

Grave Covering: The covering of artificial grass that is placed over the exposed earth around the grave.

Grave Liner: A vault or outer enclosure that is placed in the grave to hold the casket and support the earth above it. It is usually without sealing qualities.

Grave Marker: An identifying block, usually of metal or stone, on which is engraved the name, date and place of death of the deceased, and marks the location of that particular grave.

Grave Straps: The webbing that is used to lower the casket into the grave.

Grief: An emotion in which a person tries to disengage himself from the relationship that has existed and to reinvest his emotions in new and productive directions for the health and welfare of his future life in society; sorrow; anguish.

Guilt: An emotion arising from the realization of having committed a breach of conduct.

Hearse: The term used for the funeral coach. This term is no longer used.

Hieroglyphics: From the Greek meaning *priest writing*, a pictographic and highly stylized script; one of the earliest forms of written language.

Honorarium: A payment that is a token of appreciation for professional services.

Honorary Pall Bearers: Friends or members of a fraternal, social or religious organization who escort the casket, but *do not* actually carry it.

Humanistic Funeral Rite: A funeral rite that is in essence devoid of religious connotation.

Icon: A representation or picture of a sacred personage; a holy picture.

Iconostasion: The screen or partition separating and concealing the altar from the main area of a Greek Orthodox Church.

Immediate Disposition: Any disposition of a dead human body that is completely devoid of any form of funeral rite at the time of disposition.

Industrialization: Specifically in sociology, the change from independent multi-talented, self-sufficient family units to employment of family members in jobs outside the unit, making them dependent on outside resources for their total needs.

INRI: An abbreviation of the Latin terms meaning "Jesus of Nazareth, King of the Jews."

Funeral Service Vocabulary List

Inter: To bury; to place in a grave or tomb.

Interment: The act or ritual of burying.

Introvert: A person who directs his attention and interests entirely towards himself and inner being.

Inurnment: The act of placing the remains of a cremation in an urn.

Inventory: The supply of goods or merchandise on hand; stock.

Invoice: Document showing quantity, description, prices of items, total amount of purchase and the terms of payment.

Journalist: One who writes and edits materials for newspapers for newspapers and other publications.

Kever: The Jewish word meaning *grave*.

Kin: All of one's relatives of blood relationship (legally, not the surviving spouse).

Lawn Crypt: Semi-raised vault-type structure protruding from the ground housing one or more caskets.

Lectern: A ready desk with a slanted top from which a religious service, lecture or speech is delivered.

License: Authorization giving permission to perform duties that would be illegal without such permission.

Limousine: A large passenger vehicle seating three or more in a section that is separated from the chauffeur.

Linage: The number of lines of written material.

Lobby: A vestibule; the narthex; an entry way to the church or funeral home.

Lot: An area in a cemetery designated for several grave sites, usually 2, 4 or 6 graves.

Lowering Device: The mechanical device used for lowering the casket into the grave.

Mass: A service celebrating the Eucharist in the Roman Catholic Church.

Matriarchal: In marriage, the mother rules her family, specifically in sociology; a woman holding a position analogous to that of a patriarch.

Mausoleum: A building or large tomb housing several crypts.

Memorial Folder: The written program that is distributed to the funeral attendees giving information about the deceased and the funeral arrangements.

Memorial Park: A cemetery with flush markers and sections dedicated in memorial. Above the ground markers and stones are not allows.

Memorial Service: Funeral rites without the body present.

Memory Picture: An image or impression imprinted permanently on the mind.

Mobility: The state of being mobile; specifically in sociology, the ability to move from place to place readily, or to move from class to class, either upward or downward.

Modern: Of, or characteristic of, the present or recent times; not ancient; often used to designate certain contemporary tendencies.

Monsignor: An honorary title given by the Pope to a priest.

Mores: Must-behavior, the basic and important patterns of ideas and acts of people.

Morgue: A place where the bodies of dead people are held awaiting identification or until burial arrangements are finalized.

Mortal: A being subject to death.

Mortician: A funeral director and/or embalmer.

Mortuary Law: This law is also known as the Funeral Service Law and it describes: right of possession and control of dead human bodies, burial of the dead, burial charges relating to the deceased's estate and operation of funeral homes.

Mourning: An adjustment process that expresses grief and reorganizes life after a loss.

Mummification: Preservation of a dead body through dehydration or removal of visceral tissue before decay.

Mummy: A human body that is deliberately preserved by mummification.

Music Room: The room in the funeral home from which the musicians perform or where they wait before their participation in the service.

Myrrh: A fragrant resin that is collected from a shrub native to northern Africa and the Near East. This gum is much prized as a perfume and incense.

Narthex: The vestibule or entry way into the church.

National Cemetery: A cemetery created and maintained by an act of Congress for the sole purpose of burial of United States military veterans.

Nave: The central part of the church flanked by aisles and rows of seats.

Nee: The name with which a person is born. It is used to indicate the maiden name of a married woman.

Funeral Service Vocabulary List

Neo-local: In sociology, applies to an individual, family or group that has relocated to an area other than their ancestral region.

Niche: A recess or alcove in a columbarium where the urn is placed.

Nitre: Sodium or potassium nitrate that is often used as a preservative.

Non-Traditional Funeral Rite: Those funeral rites that deviate from the normal or prescribed circumstances of established custom.

Nonverbal Communication: That which is communicated by actions or physical behaviors rather than verbally.

Obituary: A published notice, usually in a newspaper, that gives a biographical sketch of one who recently deceased.

Obsequies: Funeral rites or ceremonies.

Officiant: The person who officiates or conducts a religious service, office or ceremony.

Opening and Closing: These terms refer to the process of opening and closing the grave before and after the burial, respectively.

Panic: An emotion characterized by sudden and extreme fear.

Paschal Candle: In Roman Catholic services, it is the candle that is placed between the casket and the altar during the funeral mass.

Pastor: A Christian minister having spiritual charge of members of a congregation or parish.

Patriarchal: In marriage, the father rules the family; specifically in sociology, the patriarch, the father, and the ruler of a family or tribe; a man of great age and dignity; the oldest individual of a class or group.

Personality: All mental, emotional, social, etc. characteristics of an individual.

Podium: An elevated platform, stage.

Pope: The bishop of Rome and the head of the Roman Catholic Church.

Post-Mortem: After death.

Potter's Field: A burial ground for unknown people, strangers, indigents.

Pre-literate Society: Designating or a culture developed before the invention of writing and, hence, leaving no written records.

Prelude: The music played prior to a funeral service.

Pre-Need Sales: The sale of funeral arrangements before they are needed.

Preparation Room: The room in the funeral home for the purpose of embalming.

Pre-Vaulted: The process of installing burial vaults in grave sites before the grave has been sold so that when a person purchases a grave, it already contains the vault to hold the casket.

Prie-Dieu: A low rail for kneeling in prayer.

Priestly Lines: This is the Christian Burial Permit which is a letter from a priest authorizing the eligibility of the deceased to receive the funeral rites of the Roman Catholic Church.

Primitive Funeral Rites: Those which may be constructed as being identifiable with pre-literate influence, which predominates the funeral rite.

Processional: The procession at the beginning of the service.

Professional Service: Term used to include all the activities that are done by funeral directors/embalmers in the service of their profession.

Protestant: A sect of Christians who do not adhere to the doctrines of the Roman Catholic Church.

Psychobiological: Interaction between mental and biological processes.

Psychology: The scientific study of human behavior and adjustment.

Psychopomp: A spirit or deity whose function was to lead the dead, usually to an afterlife or a place of judgment.

Pyramid: A massive monument with a rectangular base and four triangular sides that end up in a point...found especially in Egypt and used as temples or tombs.

Reader: The person who is allowed to read the Scriptures during a Christian Science service.

Real Property: Refers to land and all rights in land.

Receiving Vault: A temporary receptacle designed to hold bodies that are not immediately interred.

Reception Room: The area in the funeral home in which guests and callers are received.

Recessional: A recession from a church at the end of the service.

Registry: The book containing the list of those who attended the funeral.

Religion: A culturally entrenched pattern or behavior made up of (1) sacred beliefs, (2) emotional feelings accompanying the beliefs and (3) overt conduct presumably implementing the beliefs and feelings.

Remains: The preferred term used to describe the body of a deceased.

Repose: To lay to rest.

Reposing Room (Slumber Room, Visitation Room): Room in the funeral home in which the embalmed body lies in state until the time of the service. This is private and available to the family.

Requiem: An obsolete term referring to the Catholic funeral mass.

Restorative Art: The art of reconstructing or recreating the body of the deceased to be natural and lifelike in form and color.

Resurrection: The act of rising from the dead or returning to life.

Rites: The customary or prescribed form for conducting a religious ceremony.

Ritual: A kind of instrumental action; but also expressional – that is, it is charged with symbolic content expressing, among other things, the attitudes of the participants and possible onlookers (passive participants) who may be regarded as co-beneficiaries.

Rosary Service: A prayer service in the Roman Catholic Church for the repose of the deceased's soul.

Rubrics: The church-approved directions and rules for the expected practices and procedures.

Rules: Specified methods of procedures.

Sacred Heart: In the Roman Catholic religion, this is a religious picture, usually of Jesus Christ.

Sales Contract: A legal agreement between a seller and a buyer specifying items furnished, prices and terms of payment.

Sanctuary: The sacred place on the altar inside the chancel.

Scapular: A sleeveless outer garment that hangs from the shoulders, worn as a religious badge or sign of devotion.

Sect: A small group united by common beliefs; a group that forms a distinct unit within a larger group by virtue of their particular beliefs.

Section: A large division of a cemetery that is divided into 300 to 3,000 lots for gravesites.

Sentiment: Refined or tender emotion.

Sepulchre: A burial vault; a container for sacred relics.

Service Equipment: The physical equipment used in the rendering of the service.

Service Room: The room in which the funeral service is conducted.

Sexton: The caretaker of a church or cemetery.

Sign of the Cross: The gesture made using the right hand touching the forehead, breast, left shoulder and right shoulder, in that order. It is made as a token of faith in Christ.

Slumber Couch: A small sofa upon which the remains are placed for private viewing.

Socialization: The method by which social values are internalized (learned).

Sociology: The study of social groups—their internal forms or modes of organization, the processes that tend to maintain or change these forms of organizations and the relationships between groups.

State (as in *lie in state*): To be placed on public view so that the family and friends can pay tribute to and honor the deceased.

Stillborn: An infant dead at birth.

Stretcher: A cot; a canvas bed used for transporting disabled or deceased persons.

Subculture: A division, or smaller identifiable unit of a culture, connected to that culture by common traits, having unique traits to itself.

Superior: The position held by the woman who is in charge of the convent or order of nuns.

Survivor: One who lives longer than another person.

Symptomatology: The complex of symptoms.

Syndication: An agency that sells articles for publication to a number of different newspapers at the same time.

Taboos: The must-behavior that dictates the individual must abstain from certain acts.

Talisman: Similar to an amulet in function, but has on it a symbol of a divinity or spirit that brings to its bearer supernatural powers or protection.

Thanatology: The study of death.

Tier: One of a series of rows placed one above another.

Time Payment Plan: A plan of payment that specifies regular times of payment and usually extends over a period of time.

Traditional Funeral Rites: Those funeral rites that follow a prescribed ritual or ceremony that may be dictated either by religious beliefs or social customs.

Transepts: The wings of the main part of a church.

Transfer Case: A reusable, sealed case used for the shipping of the deceased.

Transient: Lasting only a short time.

Transit Permit: The legal document that allows for the transportation and/or disposal of dead human bodies.

Funeral Service Vocabulary List

Trisagion: In the Greek Orthodox religion, this is 3 short services—

- One on the evening before the church service at the funeral home;
- One on the day of the service prior to going to the church; and
- One on the day of the service at the cemetery.

Trust Fund: Property or money that is held in trust for the benefit of named beneficiaries.

Undertaker: A term used to refer to a mortician, funeral director or embalmer. The term is *no longer used*.

Urbanization: The change from rural to urban in character; to make like or characteristic of a city.

Urn: The vase for holding the cremains.

Verbal Communication: Expressed in spoken words.

Vestments: The garments worn by members of the clergy, altar boys or other assistants at the service.

Vigil: A watch kept during the night for the protection and respect of the dead; a period of surveillance or observing.

Visitation: The visiting, prior to the funeral service, of friends and family to the funeral home and/or the family residence to pay respects to the deceased.

Wake: A watch kept over the deceased before the burial.

Welfare Case: A case that involves a family unable to pay for the services; a charity case.

Will: The written document in which a person described the details for the distribution of his/her property after his/her death.

Wire Service: A source linking all newspapers to a central data collection agency, for example: Associated Press.

Jewish Funeral

Chevrah Kasisha: The Jewish men or women from the synagogue who care for the dead.

Kever: The grave.

Kriah: A symbol of grief; a black ribbon that is worn by those grieving.

Levaya: A funeral cortege.

Menorah: The 7-branched candelabrum symbolizing the 7 days of the Creation.

Mogen David (Star of David): A 6-pointed star formed by placing 2 triangles one upon the other. This is the symbol of Judaism and Israel.

Rabbi: An ordained leader of the Jewish faith.

Sabbath: The time period beginning at sundown Friday and ending at sundown on Saturday.

Shivah: The 7-day mourning period, beginning the day of the burial.

Sholoshim: The 30-day mourning period.

Shroud: The clothing for the dead. Historically, it was the cloth in which the body was wrapped for burial.

Tachrichim: The white linen shroud in which the deceased is dressed.

Tahara: The ceremony of washing the deceased before the burial.

Tahilim: The prayers said by friends before the funeral.

Tallith: A tasseled shawl worn by men during the prayer service.

Yahrzeit: The anniversary of a death.

Yamaka: A skull cap worn by Jewish men.

Psychology

Adaptation: The individual's ability to adjust to the psychological and emotional changes brought on by a stressful event, such as the death of a significant person.

Affect: The feelings and their expression.

Alarm: Fear or anxiety caused by the sudden realization of danger created by the impact of the shock.

Alienation: In grief the inability of the individual to adjust to life without the presence of the deceased member; a feeling of less of significance in the world.

Alternatives: Providing a choice of services and merchandise available as families make a selection and complete funeral arrangements; formulating different actions in adjusting to a crisis.

Anger: Blame directed toward another person.

Anomic Grief: A term used to describe the experience of grief, especially in young bereaved parents, where mourning customs are unclear due to an inappropriate death and the absence of prior bereavement experience; typical in a society that has attempted to minimize the impact of death through medical control of disease and social control of those who deal with the dying and the dead.

Anxiety: A state of tension, typically characterized by rapid heartbeat, shortness of breath and other similar ramifications or arousal of the autonomic nervous system. An emotion characterized by a vague fear or premonition that something undesirable is going to happen.

Attachment Theory (Bowlby): The tendency in human beings to make strong, affectionate bonds with others coming from the need for security and safety; attachment occurs in the absence of the reinforcement of drives for food and sex, and provides a way to understand the strong emotional reaction that occurs when these bonds are threatened or broken.

Autopsy: Medical examination of the organs of the body after death by a pathologist to determine the cause of death.

Bereavement: The act of separation or loss that results in the experience of grief.

Ceremony: A formal or symbolic act or observance.

Childhood Bereavement: The temporary role of children who are adjusting to the death of one or both parents. Bereavement is a social process of mourning where personal expressions of grief are socially defined and responded to by others in ways that may exclude a grieving child.

Committal Service: The rite of finality in a funeral service preceding cremation, earth burial, entombment or burial at sea.

Communication: A general term for the exchange of information, feelings, thoughts and acts between two or more people, including both verbal and nonverbal aspects of this interchange.

Complicated Grief: Grief extending over a long period of time without resolution.

Congruence: According to client-centered counseling, the necessary quality of a counselor being in touch with reality and with others' perception of one's self.

Counselee: The individual seeking assistance or guidance.

Counseling: Counseling occurs anytime someone helps someone else with a problem. (E.N. Jackson)

Counselor: The individual providing assistance or guidance for the one seeking a better adjustment to a problem.

Crisis: A highly emotional temporary state in which an individual's feelings of anxiety, grief, confusion or pain impair his or her ability to act.

Crisis Counseling: Interventions for a highly emotional individual; temporary state in which individuals, overcome by feelings of anxiety, grief, confusion or pain are unable to act in a realistic, normal manner; intentional responses that help individuals in a crisis situation.

Death Anxiety: A learned emotional response to death-related phenomena that is characterized by extreme apprehension.

Denial: A protective coping mechanism characterized by an inability to perceive external reality.

Displaced Aggression: A defense mechanism in which anger is redirected toward a person or object other than the one who provoked the anger originally.

Dyad: Two units regarded as a pair; for example, husband and wife.

Emotions: Feelings such as happiness, anger or grief, created by brain patterns accompanied by bodily changes.

Empathy (Carl Rogers): A basic level of empathy is a counselor's capacity to understand the subjective world of the client and communicating this deep understanding to the client.

Euthanasia: An overt act or practice of painlessly putting to death persons suffering from terminal and distressing disease.

Facilitate: To assist understanding of the circumstances or situations the individual is experiencing, and to assist that person in the selection of an alternative adjustment, if necessary.

Fear: A painful emotion marked by alarm, dread, disquiet; also, an instance of this feeling.

Feeling: Pleasant or unpleasant experiences occurring when an individual is awake and conscious.

Focusing: Centering a client's thinking and feelings on the situation causing a problem and assisting the person in choosing the behavior or adjustment to solve the problem.

Frustration: The state of being prevented from attaining a purpose; thwarted.

Funeral Service: The funeral service or funeral ceremony is an organized, flexible, purposeful, group-centered, time-limited response to death that reflects reverence, dignity and respect.

Goals: Objectives or adjustments to be achieved.

Grief: An emotion in which a person tries to disengage himself from the relationship that has existed and to reinvest his emotions in new and productive directions for the health and welfare of his future life in society; sorrow; anguish.

Grief Work: A process occurring with loss aimed at loosening the attachment to the dead for reinvestment in the living.

Guidance: Support or support system provided to the counselee that is seeking an alternative adjustment to problems.

Guilt: The emotion arising from the realization of having committed a breach of conduct.

Homicide: The killing of one human being by another.

Hospice: A specialized health care program that serves patients with illnesses, such as cancer, during the last days of their lives.

Illustrating: Detailed examples of adjustments, choices or alternatives available to the client or counselee from which a course of action may be selected.

Mourning: An adjustment process that expresses grief or sorrow and reorganizes life after a loss.

Neurosis: A psychological disorder accompanied by symptoms of anxiety.

Nonverbal Communications: That which is expressed by posture, facial expressions, actions, physical behaviors; that which is communicated by any means except verbally.

Norm: A plan of action or expected behavior pattern thought to be appropriate for a particular situation.

Option: Choice of actions provided through counseling as a means of solving the client or counselee's dilemma.

Panic: An emotion characterized by sudden and extreme fear.

Paraphrasing: Expressing a thought or idea in an alternate, and sometimes shortened, form.

Positive Regard (Carle Rogers): Accepting the client or counselee as he or she is, and for what he or she is without imposing judgments or stipulations.

Post-Need/Post-Funeral/Post-Vention Counseling: Those appropriate and helpful acts of counseling that come after the funeral.

Pre-Need Counseling/Informational Counseling: That counseling before the death occurs, designed to create a more meaningful and personal funeral service.

Rapport: A relation of harmony, conformity, accord or affinity established in any human interaction.

Religion: A system of beliefs and practices related to the sacred, the supernatural and/or a set of values to which an individual is very committed.

Resistance: An adaptive maneuver characterized by an inability or unwillingness to act with the air of asserting or sustaining individual control, autonomy or self-esteem.

Rituals: A set of culturally prescribed set of actions or behaviors.

Role: Specific behavior expected for persons occupying specific social positions.

Shame: A painful feeling of having done something wrong, improperly; a loss of reputations, disgrace, dishonor. Shame can also be defined as blame that is perceived to be directed at the self from others.

Shock: The shock of a loss is often experienced emotionally as a sudden, violent and upsetting disturbance.

Sudden Infant Death Syndrome: Also known as SIDS and *crib death*. The sudden, unexpected death of a child where autopsy does not reveal a single cause of death. SIDS is the leading cause of death in children age one month to one year, and second only to fatal accidents as a cause of death of children under fifteen.

Suicide: A deliberate act of self-destruction or intentional inaction when it is known that inaction will lead to death.

Suicide Gesture: A life-threatening action that is taken to force others to intervene and recognize the individual's loneliness, alienation, anger or despair.

Suppression: A more or less conscious postponement of addressing anxieties and concerns.

Thanatology: The interdisciplinary study of death-related behavior, including actions and emotions concerned with dying, death and bereavement.

Funeral Service Management

Accounting: Bookkeeping methods used to record business transactions and prepare statement concerning assets, liabilities and operating results of a business.

Accounting Year: The particular calendar year or other one year period used by a funeral provider in keeping financial records for tax or accounting purposes.

Accounts Payable: Outstanding balances promised to creditors for merchandise, property or services already received or rendered.

Accounts Receivable: Outstanding balances promised by customers for merchandise, property or services already received or rendered.

Actuating: To incite to action; to initiate a process.

Administrative Employee: An employee who performs office or non-manual work of substantial importance to the management or operation of a business.

Adjusted Overhead: All operational costs minus other income.

Adult Casket Sales: The total sales of adult caskets.

Adult Formula Service: The total number of services where the complete pricing formula is applied.

Advertising: The art of informing the public of the services or commodities offered for sale by a corporation, partnership or individual.

Agent: A person who acts or has the authority to act as a representative for another.

Air Pack: A transfer container consisting of a vinyl-padded cover.

Air Seal: A method of sealing that utilizes the air pressure created by placing the dome of the vault onto the base of the vault.

Air Tray: A transfer container consisting of a wooden tray with a cardboard covering for the casket.

Alloy: A mixture of two or more metals.

Alternative Container: A nonmetal receptacle or enclosure, without ornamentation or a fixed interior lining, that is designed for the encasement of human remains and is made of cardboard, pressed wood, composition materials (with or without an outside covering), pouches, canvas or other materials.

Aluminum: A silver-white, rustless, metallic element that is light in weight, ductile, malleable and not readily oxidized or tarnished.

Ambulance: An automobile properly equipped for transporting the sick or injured.

Annual Percentage Rate: The finance charge expressed in a percentage figure per year and computed utilizing actuarial methods.

Apron: The lining attached to the undersurface of the foot panel and/or a component part of the overlay that extends downward into the body of the casket.

Arm: That part of the casket handle that attaches the bar to the lug.

Artificial Grass: An imitation grass made in mat form and used at the cemetery to cover the earth around the grave.

Automobile List: The list of vehicles used in the cortege that includes the positions in the cortege and the names of the occupants.

Bail Handle: A single, non-movable unit consisting only of a lug.

Bar: That part of the casket handle, attached to the lug or the arm, that is grasped by the casket bearers.

Bed: That portion of the casket upon which the body rests.

Bier: A framework for carrying or supporting a dead human body or casket. From the old English word "bear," a stretcher to convey the remains to the grave.

Bi-lateral Contract: A contract that is affecting or undertaking by two sides equally and, therefore, binding on both parties.

Bi-Unit Pricing: (Quotation) A procedure showing separately the price of the service to be rendered and the price of the casket.

Bill of Lading: A receipt from a common carrier for goods that it has accepted for transportation.

Blessed Candles: Candles that have been blessed by a Priest and used for religious rites.

Body: That portion of the casket shell containing the top body molding, the body panel, the base molding and casket bottom.

Boutonniere: A buttonhole flower.

Breach of Contract: The violation of, or failure to, fulfill the requirements of a contract.

Broadcloth: A fabric with a nap exceeding 1/8 inch in length.

Bronze: An alloy of copper and tin.

Budget: An itemized summary of business expenditures and income for a given period, usually based on information from the past and present.

Burial: Interment; placing a dead human body in a grave.

Burial Certificate: A legal document, issued by a local government, authorizing the burial of a dead human.

Burial Garment: A garment specifically designed for the clothing of dead human bodies.

Burial Vault: The outer enclosure in which a casket is buried. It protects the casket, the remains and the cemetery.

Camera Ready: Advertising copy that is ready for reproduction.

Candelabrum: A large ornamental candlestick holder with several branches, and each branch supporting a candle.

Canopy: A portable shelter employed to cover the grave area during the committal service, i.e., cemetery tent.

Cap: The topmost part of the casket shell, including the ogee and attached panels.

Cash Advances (Cash Accommodations): Those funds advanced as a convenience item to clientele with no provision for profit.

Casket: A case or receptacle in which human remains are placed for protection, practical utility and a suitable memory picture.

Cast Bronze: Molten bronze poured into a mold and allowed to cool.

Casket Coach: An automobile designed and used for the conveyance of the casketed remains, i.e., funeral coach, hearse.

Cast Hardware: The most expensive hardware production method in which molten metal is poured in a mold, allowed to cool and subsequently removed from the mold.

Casket Piece: A floral arrangement placed on the casket as supplied by the family, a friend or the funeral home.

Casket Standard: The stand or support upon which the casket rests in the selection room.

Casket Veil: A transparent net that may be used to cover the open casket.

Catacombs: An underground cemetery with burial rooms.

Catafalque: A rigid, movable standard upon which the casket rests during the funeral service and/or while lying in state.

Cemetery: A place for burying the dead; a graveyard.

Funeral Service Vocabulary List

Chapel: A place, smaller than and subordinate to the church, or within the funeral home, for worship or services.

Chromium Nickel: An alloy of chrome and nickel.

Church Truck: A collapsible catafalque employed for services in a church or home.

Co-Purchaser: A person(s) who signs along with the purchaser agreeing to assume responsibility, if the original purchaser defaults, for paying for the merchandise and service rendered.

Code of Ethics: Self-imposed rules of conduct specific to a group only.

Coffin: A case or receptacle in which human remains are placed for the funeral service, anthropoidal in shape.

Cognovit Note: A promissory note that contains a "confession of judgment" clause.

Columbarium: A little room in a mausoleum that contains niches or recessed for placement of urns.

Column Service: A company that writes short news stories on your behalf, that is, an advertising ghost writer.

Commercial Enterprise: A business firm that obtains income through the buying and selling of goods.

Commission: The Federal Trade Commission (FTC).

Common Carrier: One who publicly transports, for a stated compensation, the property of any person who may request his services up to the capacity of his facilities.

Concrete Box: An outer enclosure consisting of 2 or 3 component parts of unfinished concrete.

Conditional Sale: A sale that must meet certain conditions before becoming final.

Consecutive Approach: A specific method of placing caskets in their order of increasing or decreasing value.

Consignee: The person or business concern to whom a shipment is made.

Consignment: Bailment made for the purpose of sale by the bailee.

Contract Rate: The rate agreed upon between you and the advertising company for you to purchase a certain quantity of advertising space at a reduced rate.

Controlling: To exercise restraint of or direction over.

Copper: A reddish brown element that is malleable, ductile and corrosive resistant.

Copper Deposit: A casket made from a core of copper metal to which copper ions are combined by an electrolytic process.

Corner: An optional part of the hardware that is attached to the four corners of the body panel.

Cot: A portable stretcher commonly employed in an ambulance or first call car for the moving of the sick, injured or deceased.

Cotton: The soft, white, downy fibers of the cotton seed.

Crank: A casket key.

Cremaains: Cremated human remains.

Cremation: A heating process that incinerates human remains.

Crematory: Any person, partnership or corporation that performs cremations.

Crepe: A thin crinkled cloth of silk, rayon, cotton or wool.

Cross: An emblem of the church consisting of two or more intersecting plain bars.

Crucifix: A cross with the image of the body of Christ superimposed.

Crushed Interior: A form of casket interior created by placing the lining material on a metal form, weights added, the material steamed and then attached to a suitable upholstery material.

Crypt: A chamber of a mausoleum in which a casket is placed.

Debtor: A person or business that owes a debt.

Delinquent Accounts: Accounts that have not been satisfied; overdue in payment.

Demonstration Approach: A grouping of 3 or 4 caskets utilized to educate the selecting party in construction of the casket itself.

Direct Cremation: A disposition of human remains by cremation, without formal viewing, visitation or ceremony with the body present.

Direct Lighting: Illumination directly shining on an object.

Direct Selection Room Procedures: The method whereby the selection of the casket is made with a funeral director present.

Doeskin: A closely woven woolen cloth made with a satin or small twill weave.

Domet: A light flannel cloth.

Door Badge (*syn. crepe*): A badge or floral design placed on the door indicating death.

Double Knit: A man-made material possessing a unique stretching ability.

Double Seal: A method of sealing that utilizes the principles of the air seal in conjunction with an epoxy material at the junction of the dome and base of the vault.

Double-Hinged Panel: A casket in which the cap is in 3 pieces—the ogee is one unit, the head and foot panel as two separate units each hinged to the back of the ogee.

Elliptic: Having the shape of an ellipse.

Embossed: Material having designs raised above the surface.

End Seal: A method of sealing that utilizes a rubber gasket that is held in place on the head section of the vault.

Enterprise: The related activities performed either through unified operation or common control by any person(s) for a common business purpose.

Escutcheon: A term referring to the arm or bracket on a casket.

Executive Employee: An employee whose primary duty is the management of an enterprise, recognized department or subdivision.

Executor/Executrix: A man or woman, respectively, so named in a will to carry out the provisions of the will in order to settle the estate.

Extendover: The portion of the casket interior that extends over the top body moldings for aesthetic value.

Family Car: The automobile designated for the use of the family of a deceased.

Felt: A fabric of wool mixed with hair and worked together by pressure, heat or chemical action (no weaving.)

Ferrous Metal: Any metal formed from iron (steel, stainless steel).

Fiberglass: A material consisting of extremely fine filaments of glass embedded in various resins.

Fiduciary: Of, relating to or involving a confidence or trust, held or founded in trust or confidence.

Finance Charge: The total of all costs imposed by the creditor and paid either directly or indirectly by the consumer as an incident to the extension of credit.

Financial Management: Efficient utilization and adequate regulation of all revenue, expenditures and capital rights.

First Call: The first physical contract made between the funeral director and the family of the deceased.

First Call Car: The automobile generally used for transporting the uncasketed dead human body.

Fiscal Period: A period of time covered by an income statement (month, quarter, year, etc.)

Fixed or Guaranteed Price: The price for the prearranged funeral will remain fixed from the time of purchase regardless of the current price at the time of the actual funeral. It is a guarantee to the purchaser that there will not be any price increased from the date of purchase to the time of use.

Flower Car: A vehicle used to transport floral tributes.

Fluorescent Lighting: The illumination produced by a tubular electric discharge lamp; the fluorescence of phosphors coating the inside of the tube.

Foot Candle: The amount of illumination produced by the source of one candle at a distance of one foot.

Foot Panel: A component part of the casket that is the topmost part of the cap at the foot end of the casket.

Fringe Benefits: A benefit, such as free life or health insurance, received by an employee in addition to his regular pay.

Full Couch (Regular Cut): The goods that are sold or offered for sale directly to the public for use in connection with funeral services.

Functional Pricing (Quotation): A procedure by which the charges are broken down into several major component parts, such as professional services, facilities, automobiles and merchandise.

Funeral Provider: Any person, partnership or corporation that sells, or offers to sell, goods and funeral service to the public.

Funeral Service Agreement Form (Purchase Disclosure): A statement prepared at the conclusion of the arrangement conference that is signed by the funeral director and the client or his representative, with copies retained by each party dealing with all parts of the transaction.

Funeral Service Management: The administration of a funeral service enterprise, the activities of which encompass marketing, office, personnel and financial management.

Funeral Services: Any service that may be used to care for and prepare deceased human bodies for burial, cremation or other final disposition; arrange, supervise or conduct the funeral ceremony of the final disposition of deceased human bodies.

Gauge: A measurement of the thickness of metals; the number of sheets of metal necessary to equal one inch of thickness.

Gimp (Fold): A strip of metal, plastic or cloth that is attached to the inside of the panel, covering the area at the point the roll is anchored.

Graduated Recovery: The return on money produced by varying the amount expected on each selection.

Grave Liner: An outer enclosure that offers protection from the earth load but without sealing qualities.

Grave Marker: A temporary or permanent means of identification and/or memorialization at a grave.

Grave Straps: Webbing or similar material used for lowering the casket into the grave.

Group Pricing: A specific method of placing 2 or 3 caskets together, each having the same price.

Half Couch: A casket with the cap in two pieces, the ogee hinged to the top body molding to facilitate the opening only at the head end and front side of the head section of a casket.

Hardware: The term referring to the handles and their fittings—arm, bar, lug, tip and corner.

Hardwood: A heavy, close-grained, resistant wood.

Head Panel: A component part of a casket that is the topmost part of the cap at the head end of a casket.

Hearse: Another name for a funeral coach.

Hermetically Sealed: Completely sealed by fusion or soldering.

Hours Worked: All time an employee is required to be on duty or on the employer's premises or at a prescribed work place and all hours that he or she is required or permitted to work for an employer.

Immediate Burial: A disposition of human remains by burial, without a formal viewing, visitation or ceremony with the body present, except for a graveside service.

Incandescent Lighting: The illumination resulting from the glowing of a heated material.

Indicative Approach: A specific method of placing caskets at the entrance to the selection room which utilized three caskets. The approach casket is priced approximately \$200 above the median sale, the casket on the left is priced one unit below the approach casket and the casket to the right is priced two units above the approach casket.

Indirect Lighting: Reflected illumination of an object.

Indirect Selection Room Procedures: The method whereby the selection of the casket is made without the funeral director present.

Inset: A picture set into the head panel.

Insurance: A contract whereby one party promises to compensate another, upon payment by the latter of a certain specified sum, for any loss suffered from the occurrence of a certain event.

Itemization Pricing (Quotation): A procedure by which each and every item of function (unit of service) and/or merchandise is priced separately.

Inurnment: The placing of the ashes of the cremated in an urn.

Inventory: Merchandise on hand for resale at a profit.

Job Description: A written list of all the duties and responsibilities required in a specific position within a company.

Job Discrimination: The non-hiring of a person based on age, sex, creed, race, etc.

Kapok: The silky fibers that surround the seeds of the kapok tree. It is used for insulation, padding and in flotation devices.

Keystone Approach: A specific method of placing caskets at the entrance of the selection room that utilizes 3 caskets: the approach casket is priced \$125-\$150 above the median sale, the casket to the right of the approach is priced \$25-\$50 below the median sale and the casket on the left is priced \$25-\$50 above the median sale.

Layout: A sketch, paste-up or arrangement of material to be printed.

Lectern: A standard designed to facilitate the delivery of a lecture or sermon.

Letters of Administration: The legal authority granted to a person to execute the details of an estate of one who died without leaving a will.

Letters Testamentary: Legal authority granted to a person so named in a will to carry out the provisions of the will.

Limited Service Case: A case not requiring the entire standard service. For example: ship-out, ship-in, infant.

Linen: A cloth made of flax.

Logo: A name, trademark or symbol of a company or publication.

Lowering Device: A mechanical device used to lower a casket, box or vault into the ground.

Lug (Ear, Escutcheon): That part of a casket handle that is attached to the body panel.

Malpractice: The failure of a professional person to render proper services through reprehensible ignorance or negligence.

Management: The distinct process consisting of planning, organizing, actuating and controlling performed to accomplish established objectives..

Market: The buyers in a certain area and their particular demands.

Marketing Management: The achievement of economical, orderly and controlling of office work.

Mass Cards: A document evidencing the offering of a mass for a specific intention.

Masselin: Pressed paper in a sheet form.

Mean: The arithmetic average value.

Median: The midpoint of sales when sales for a given period of time are arranged in order of their increasing value.

Memorial Folder: A pamphlet made available giving details about the deceased and the funeral arrangements, i.e., service folder.

Merchandising: The purchasing, pricing, display and sale of merchandise.

Mode: The number that occurs most frequently in a listing of numbers.

Moleskin: A stout, napped, twilled cotton fabric.

Muslin: A heavy cotton cloth of plain weave.

Nonferrous Metal: Any metal that is not formed from iron (copper, bronze).

Office Management: Planning, organizing, actuating and control of office work.

Ogee: A molding having an *s-shaped* curve (component part of the cap).

Open Rate: The price paid for advertising without an advantage of the contract rate.

Organizing: To arrange or constitute in interdependent parts, each having a specific function or relation with respect to the whole.

Outer Burial Container: Any container that is designed for placement in a grave around the casket including, but not limited to, containers commonly known as burial vaults, grave boxes and grave liners.

Overlay: The aesthetic covering for the foot cap.

Overtime: Any working time in excess of 40 hours per week.

Pall: A symbolic cloth covering placed over the casket.

Perfection Full Couch: A casket in which the ogee and attached panels are formed as one unit that raises as one piece.

Perfection Half Couch: A casket in which the ogee and attached panels are formed as one unit with a transverse cup in the cap.

Funeral Service Vocabulary List

Person: Any individual, partnership, corporation, association, government or governmental subdivision or agency, or other entity.

Personnel Management: A field of management concerned with the obtaining and maintaining of a satisfactory and satisfied work force.

Plank: A long, flat sawed piece of wood; refers to building a casket from board rather than from one solid piece of wood.

Planning: The methodology in thinking out acts and/or purposes prior to actual implementation.

Plastic: Synthetic or natural organic materials shaped when soft and then hardened.

Plywood: Thin sheets of wood glued together so that their grains are at right angles to one another.

Podium: A raised platform, i.e., dais or stage.

Polyethylene Foam: A polymer of ethylene.

Portability of a Contract: Portable contracts allow the contract and funds to be transferred to another establishment if, at the time of death, the funeral is conducted by a firm other than the one holding the original contract.

Post Selling: The technique used by funeral directors to confirm the commitment of the buyer directly after he/she has made the selections. It is the attempt of the funeral director or salesman to insure that the client is satisfied with their decisions, selections and arrangements.

Post-Selection Room Counseling: That technique utilized by the funeral director to confirm the judgment and decisions of the selecting party.

Power of Attorney: A legal instrument authorizing one to act as another's agent or attorney.

Pre-Arranged and Pre-Funded: This refers to arrangement that are made and paid for prior to need.

Pre-Funded: This refers to providing funds for a funeral before need by actually applying monies directly to the arrangements or depositing them in another location.

Pre-Need: Another term referring to the funeral arrangements made prior to need.

Pre-Selection Room Counseling: The conversation with the family immediately before entering the selection room so as to learn their desires, anticipate their needs and acquaint them with your practices.

Premium: The cost of coverage charged by an insurance company for the protection offered.

Pressed Board (Particle Board, Flake Board): Particles of wood bonded together with a waterproof glue.

Price Progression: The increment between the casket prices when arranged in order of their increasing value.

Prie-Dieu: A kneeling rail.

Procession: The movement of the funeral from one place to another.

Profit Sharing: The sharing of profits as between employer and employee in such a way that the employee receives, in addition to his wages, a share in the profits of the business.

Provider: The individual or firm that provides the services, merchandise and facilities for the prearranged funeral.

Public Relations: The methods used in promoting favorable relations between the business and the public.

Purchaser: That person who assumes the responsibility for making the arrangements and paying for the merchandise and services rendered.

Purchasing: To obtain by paying money or its equivalent; to buy for a price.

Quantity Discounts: The amount deducted from a bill when a certain amount of quantity of merchandise has been ordered.

Quartile of Sales: One-fourth of the sales when sales for a given period of time are arranged in order of their increasing values.

Range: The difference in cost between the least expensive and most expensive caskets in the selection offering.

Register Book: A memorial book and/or list of those attending the service.

Regular Adult Sales: The money obtained from the sale of adult caskets and services other than indigent or veterans' services.

Roll (Cover): A component part of the casket interior that surrounds the head panel.

Sales Frequency Chart: A chart on which all sales are listed showing the number of sales in any given sales bracket.

Sarcophagus: A style of casket, historically carved out of limestone, that today is poured (cast) bronze and whose exterior is very ornate.

Satin: A silk, nylon or rayon cloth having a smooth finish, glossy on the face and dull in appearance on the back.

Sealer: A casket that is constructed to prevent the entrance or escape of air and water upon casket closing.

Seamless Solid Copper Deposit: A casket made entirely of copper ions electrically combined inside of a sand mold.

Sectional (Concrete): An outer enclosure consisting of 6 or 8 slabs of unfinished concrete placed around the casket.

Seller: A person or firm who contracts to have funeral services and/or merchandise available.

Separations: Black and white originals used one for each color in multi-color advertising or printing.

Services of Funeral Director and Staff: The services that may be furnished by a funeral provider in arranging and supervising a funeral, such as conducting the arrangements conference, planning the funeral, obtaining necessary permits and placing obituary notices.

Shell: The component casket parts that compose the entire casket.

“Ship-In”/Send In Case: A case where a funeral home receives a case from another funeral home for possible disposition.

“Ship-Out”/Send Out Case: A case where the deceased is transferred to another funeral home.

Shipping Case/Receptacle Chest: The container in which the casket is placed for shipment.

Shirred Interior: A style of casket interior in which the material is drawn or gathered in parallel fashion in a particular sewing process.

Single Hinged Panel: A casket in which the cap is in two pieces: the ogee and foot panel as one, the head panel being attached to the back of the ogee.

Sleeping Period: A regularly scheduled, agreed-upon period during each 24 hours of duty.

Softwood: Any wood light in texture, nonresistant and easily worked.

Spot: A 30- or 60-second commercial on a radio or television program.

Spun Rayon: Rayon in a bulk bundle.

Stainless Steel: A corrosive-resistant alloy of chromium, nickel and iron.

Stamped Hardware: A production method of lesser expense whereby the casket hardware sections are pressed out on a hydraulic press.

Tailored Interior: A highly drawn form of casket interior style.

Tip: That part of the casket handle that covers the exposed ends of the bar.

Top Seal: A method of sealing that utilizes an epoxy compound in conjunctions with a tongue-and-groove closure at the top of the vault.

Trade Discounts: The amount of discount allowed when merchandise is returned and new merchandise is obtained.

Transfer Container: An outer enclosure utilized for the protection of casketed remains during transportation.

Trust Fund: Property, money or securities that are held in trust for the benefit of named beneficiaries.

Tufted Interior: A style of casket interior created by placing a padding material between lining material and an upholstery material with subsequent stitches taken forming small raised puffs.

Twill: A cloth woven to have parallel diagonal lines.

Unfinished Wood Box: An unornamented casket made of wood that does not have a fixed interior lining.

Unit Pricing (Quotation): A procedure that creates one total price package for both service and casket.

Urn: A casket design that displays a body panel with the shape of an urn or vase with a foot or pedestal.

Vault: An outer enclosure that offers protection from the earth as well as possessing sealing qualities.

Velour: A fabric with a nap-like texture, similar to velvet, made of wool, silk, linen or cotton.

Velox: A black and white master for photographic reproduction.

Vendee: One who buys.

Vendor: One who sells.

Visitation Couch: A small bed or couch upon which the dead human body is placed for private viewing.

Visitation Room: A specially designed room in the funeral home where the dead human body lies in state affording complete privacy to family and friends, i.e., state room.

Weekly Salary Guaranteed (Chinese Overtime): A method of paying wages in which the employee is assured of a certain amount regardless of the number of hours worked; if over 40 hours, he is paid at the rate of 1.5 times his normal pay rate.

Wood Wool: Wood shavings.

Work Week: A regular recurring period of 168 hours in the form of 7 consecutive 24 hour periods.

Wrought Bronze/Wrought Copper: Bronze or copper metal rolled into sheets.

Ziegler Case: A gasket-sealed container that can be used as an insert into a casket or a separate shipping container.

Zinc: A bluish-white, rustless, metallic element.