



**Expectations are everywhere.
You can count on that.**

**Could the key to success be
as easy as managing *YOUR*
expectations?**

Expectations at a Small, Rural, or Family Firm



Could do all aspects of the job: first call, removal, embalming, body prep, meeting the family, handling the service



Tracking inventory, ordering supplies, landscaping or vehicle maintenance



EDRS, run website, manage social media accounts



May be required to live within a certain distance of the funeral home



Dress code may be more relaxed



On call may be more frequent



Be mindful of the existing family dynamic



May be less tolerant of visible tattoos, piercings, non-traditional hair color/styles



“Small town challenges, everyone knows everyone; Can be both a pro and con”



May be asked to join a service club, association, or lodge in the area

**Some expectation
will be consistent,
no matter your job
or location:**



Being prompt



Confidentiality



**Accessibility and
responsiveness**



Speak clearly



**Making eye contact and
appropriate body
language**



Go above and beyond...be hospitable: get drinks, open doors, hang coats



**Know your area:
religious denominations
population and culture**



**Stay current, ConEd
is important**



**Organized and
detail oriented**



Expectations at a Large, Urban, Corporate or Multi-location Firm



Very busy, meeting multiple families a day



More likely to hire a single license job seeker



Embrace and utilize technology



May have more flexibility with schedule



Dress code could be more strict



Diversity among families served: cultural and or religious preferences



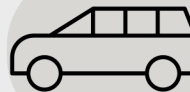
More likely to organize celebration with food, drink and music



Print shop utilization for personalization



On call may be less frequent



May not have to make your own transfers



Effectively communicate task hand-off with care center, chapels, scheduling



More likely coordinate Celebrant services or after-service celebrations

To help manage **YOUR** expectations, ask questions:



What is the cell phone policy and is there reimbursement?



Dues for service clubs provided or reimbursed?



Dress code? Same every day? Or does it vary by the job for the day?



Is there maternity or paternity leave?



Is there a clothing allowance?



Is ConEd provided or reimbursed?



Is dry cleaning provided or reimbursed?



Sick, vacation, and personal time: how does it accrue, how can it be used, does it rollover?

