

Funeral Home General Manager Interview Questions

1. Provide an effective method you have used to consult with families and friends of deceased persons.
2. Describe ways you schedule funerals, burials, or cremations.
3. What factors do you consider when setting prices and credit terms for funeral products and services?
4. Tell me about effective ways to sell funeral services, products, or merchandise to clients.
5. Provide an experience in which you successfully resolved a difficult customer, payment, or legal problem.
6. Share an experience in which reviewing performance data helped you to identify an opportunity for cost reductions or service improvements.
7. Tell me about an effective change to service offerings which you planned and/or implemented to meet community needs or to increase funeral home revenue.
8. Share an experience in which you effectively directed and supervised a staff. What methods made you successful?
9. What factors do you consider when evaluating the performance of service providers? Share an experience.
10. Provide an effective method you have used to ensure that funeral service operations comply with policies, regulations, and laws.
11. Describe an experience in which you interviewed and hired new employees. What methods made you successful?
12. Share an effective method you have used to explain goals, policies, and procedures to staff members. Provide an experience.
13. Share an experience in which you effectively scheduled work hours for funeral home employees.
14. Provide an experience in which you effectively identified skill development needs for funeral home staff.

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15. Share an experience in which you planned and/or implemented an effective marketing strategy or activity.

16. Tell me about a contract which you successfully negotiated for prearranged funeral services.

17. Describe your experience conducting market research and analyzing industry trends.

18. Share an experience in which your attendance or presentation at a community event helped you to effectively promote funeral home services.

19. Share an experience in which you effectively counseled and comforted a family member or friend of a deceased person.

20. Tell me how you direct or monitor administrative, support, repair, or maintenance services for funeral homes.

21. Provide an experience in which you effectively set financial goals and monitored progress.

22. What is the state of your records? What is one thing you would like to improve?