



Maryland State Funeral Directors Association

Five Keys to Cremation Success (1 CEU)

Presented by Mike Nicodemus

Wednesday, December 9, 2020

Zoom Presentation

5:30pm-6:30pm

With over 50 percent of families nationally choosing cremation as their method of disposition, it can no longer be “business as usual” when serving your families. The funeral director, along with their entire staff, should be aware of what it takes to serve their families properly. This one-hour program will point out the five key factors that will help you succeed in cremation and why your families would choose you over your competitor. Great customer service isn’t the only reason whether a family would decide to use you or the funeral home down the street. What other factors help a family decide who handles their loved one at the time of death? Are you the cremation expert in your area or do you just go through the motions because it’s just a cremation family? This program will help your firm become the “go to” funeral home for all your families’ cremation needs.

NAME _____

FIRM _____

EMAIL _____ @ _____

CELL PHONE _____

FUNERAL SERVICE LICENSE # & STATE _____

FUNERAL SERVICE LICENSE # & STATE _____

FUNERAL SERVICE LICENSE # & STATE _____

ACADEMY OF PROFESSIONAL FUNERAL SERVICE # _____

The Zoom link will only be emailed to registered participants. You must be logged on for the entire meeting to receive credit. CEU’s will be sent via email the following day.

Cost:
\$10.00 per registrant

Payment

Check made payable to MSFDA

Credit Card: American Express MasterCard Visa Discover

Cardholder’s Name _____

Card Number _____ Exp. Date _____ CVV # _____

Billing Zip Code _____ Signature _____

Registration required by 12/07/20

Maryland State Funeral Directors Association, Inc.
408 Headquarters Drive, Ste 3F
Millersville, MD 21108

Questions? Contact the Association Office at 410-553-7706 or msfda@msfda.net