

# Career

*ICFSEB-NBE  
Funeral Service National Board Exam*

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## Question: 1

In her book *On Death and Dying* (1969), Elisabeth Kubler-Ross identifies and describes the stages of dying. In order, these stages are:

- A. Accept, express, adjust, and reinvest
- B. Numbness, yearning, disorganization and despair, and re-organization
- C. Shock, awareness of loss, conservation-withdrawal, and healing and renewal
- D. Denial, anger, bargaining, depression, and acceptance

**Answer: D**

Explanation:

Denial, anger, bargaining, depression, and acceptance are the five stages of dying identified by Dr. Elisabeth Kubler-Ross in her book *On Death and Dying*. Accept, express, adjust, and reinvest refer to the Tasks of Mourning outlined by J. William Worden. In this theory, he describes the route whereby the person accepts the reality of the loss and experiences the expressive pain, then adjusts to the condition where the deceased is not there, and finally re-invests into another relationship. Numbness, yearning, disorganization and despair, and reorganization refer to the four phases of mourning described by Bowlby. Shock awareness of loss, conservation-withdrawal, healing and renewal refer to the phases of the mourning process as described by Sanders.

## Question: 2

The summative experience of grieving and adapting to living after the loss of a loved one is called:

- A. Mourning
- B. Bereavement
- C. Thanatology
- D. Grief

**Answer: B**

Explanation:

Bereavement is the experience a person goes through subsequent to a loss when they are grieving and mourning the loss of a loved one. Mourning is the process one goes through after the loss of someone as they reorganize their life without the person. Thanatology is the study of dying, death, and grief. Grief is the emotional reaction that results from the loss of a loved one.

## Question: 3

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The common patterns and range of feelings and behaviors people exhibit after the loss of a loved one is called:

- A. Grief syndrome
- B. Guilt
- C. Shame
- D. Attachment theory

**Answer: A**

Explanation:

Grief syndrome is the term used to describe the most common and ordinary patterns and assortment of feelings and behaviors people exhibit following the loss of a loved one. Guilt is blaming oneself for something that has occurred. Shame is the assumption of blame aimed at oneself in the presence of others. Attachment theory is John Bowlby's concept that for safety and security reasons, people develop long-lasting attachments to specific persons when they are very young.

### Question: 4

An expression of frustration and helplessness, during grief it is often deflected onto doctors, funeral directors, and other individuals. This expression is usually in the form of:

- A. Grief
- B. Guilt
- C. Anger
- D. Mourning

**Answer: C**

Explanation:

Anger is an expression of aggravation and helplessness, and it is important for funeral directors to comprehend that this emotion may be directed at them by grieving clients. Guilt is blaming oneself for something that has happened. Caused by a loss, grief is an emotion or set of emotions heightened during mourning. Mourning is an adjustment process that involves grief or sorrow experienced over a period of time.

### Question: 5

Grief that is excessive, does not come to a satisfactory conclusion, and is accompanied by the individual's awareness of their inability to resolve the bereavement process is called:

- A. Masked grief
- B. Delayed grief
- C. Chronic grief

D. Exaggerated grief

**Answer: C**

Explanation:

Chronic grief is excessive, and continues for an extended period of time. The individual is aware that it doesn't seem to be coming to a finish. Masked grief is when a person is oblivious to the fact that their symptoms (physical and behavioral) are related to a loss. The person does not permit oneself to express grief. Delayed grief is when a person deliberately postpones or suppresses the natural grief reaction. Exaggerated grief is an escalation of a normal grief reaction. It can result in various medical conditions, including clinical depression or anxiety disorder.

### Question: 6

To communicate with those who are mourning the recent loss of a loved one to facilitate the bereavement process and help them move through the stages of grief is called:

- A. At need counseling
- B. Grief therapy
- C. Grief counseling
- D. Both a and b

**Answer: C**

Explanation:

Grief counseling involves communicating with those who have lost a loved one recently and are mourning to facilitate the bereavement process and help them move through the stages of grief. At-need counseling is providing informational services to families subsequent to the death of a person. An example is when a funeral director provides a GPL to quote prices on various service selections. Grief therapy is typically one-on-one counseling for those who are unable to move through and complete the stages of mourning. Typically, the person in need of this type of therapy is having a delayed grief reaction or an exaggerated grief response, or is demonstrating physical or behavioral symptoms that remain unresolved.

### Question: 7

A trocar is a hollow tube used during the embalming process to inject fluids and drain excess fluids that was patented in 1868 by:

- A. Dr. William Harvey
- B. Samuel Rogers
- C. Gabriel Clauderus
- D. James A. Gray

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**Answer: B**

Explanation:

In 1868, Samuel Rogers patented the trocar, which is used to inject and drain excess fluids. The English doctor Dr. William Harvey (1578-1657) is credited with the discovery and documentation of the circulation of the blood. Gabriel Clauderus is the German individual who is credited with developing the practice of injecting lye into the veins to embalm a deceased individual. The formerly accepted practice was evisceration. James A. Gray is the individual who received the first patent for a metallic coffin.

### Question: 8

Which of the following are the two entities worshipped in the Egyptian culture?

- A. Pagan and Natron
- B. Children Of Horus and canopic jars
- C. The Kher-heb and Libitinarius
- D. The sun and the cult of Osiris

**Answer: D**

Explanation:

The sun and the cult of Osiris refer to the god of the Underworld and the judge of the dead in Egyptian culture, respectively. A Pagan is one who is not extremely religious or is not religious at all. Pagans do not identify with the God of the Bible, or with the teachings of the Torah or the Koran. Natron is a sodium carbonate mineral (salt) that was a key embalming element used by the Egyptians. Canopic jars were the four jars used in Egyptian culture that contained a portion of the viscera of the deceased. The tops had an image representing each of the four sons of Horus. Horus was the son of Isis and Osiris. The Kher-heb was the Egyptian priest who was the embalming practitioner and also had the responsibility of making funeral arrangements with the family. The Libitinarius was the Roman head undertaker who made funeral arrangements with the family in Roman times.

### Question: 9

In 1666, an act was passed in England's Parliament that instituted a monetary penalty for the use of commonly imported linen in coffin linings. Instead, the shroud had to be made of a linen substitute made in England (except in cases where the death was caused by the plague). This product was:

- A. Velvet
- B. Masselin
- C. Satin
- D. Wool

**Answer: D**

Explanation:

The Burial in Woolen Act of 1666 required the use of woolen cloth instead of linen for the inside layer of the coffin. The purpose was to support goods manufactured in England, and there was a monetary penalty for disobedience. Velvet refers to a fabric made of woven silk, cotton, or rayon that has a consistently dispersed, short, thick, dense pile. It is usually found in costlier caskets. Masselin is the hard-pressed paper used in layers of sheets that serve as an upholstery or backing. Satin is a fabric made of woven silk, nylon, or rayon that has a smooth and silky face.

### Question: 10

A single household that consists of one man, one woman, and their children (if they have any) is known as a:

- A. Nuclear family
- B. Extended(joint) family
- C. Modified extended family
- D. Blended family

**Answer: A**

Explanation:

A nuclear family is a household that includes one man, one woman, and their children. An extended (joint) family includes the father and mother and all of their children (except married daughters), as well as their son's wives and their children (except married daughters). A daughter becomes part of her husband's family when she gets married. The modified extended family is a type of nuclear family in which one nuclear family is connected to another because the two are related by marriage or are close friends. This characteristic is important since more than one household is required to have a modified extended family and these households include at least one additional man and/or one additional woman. The blended family consists of one male and one female and their children from previous marriages, as well as any children they may have together.

### Question: 11

Which type of family structure may be more receptive to an immediate cremation or a memorial service with a memory board of photos and a DVD made by the funeral director or the family?

- A. Extended (joint) family
- B. Bureaucratization family
- C. Nuclear family
- D. Demographic family

**Answer: C**

Explanation:

A nuclear family is a household that includes one man, one woman, and their

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children. This type of family has characteristics likely to make them more open to a contemporary funeral rite. These characteristics include the fact that nuclear families may exhibit class and geographic mobility. They may also be matriarchal, patriarchal, or egalitarian since both husband and wife typically work. An extended (joint) family includes the father and mother and all of their children (except married daughters), as well as their son's wives and their children (except married daughters). This type of arrangement is typical of the Amish and Native Americans, groups not likely to be open to contemporary funeral rites or cremation. The bureaucratization family is not a classification of a family structure, but is a concept in sociology' that refers to the management of an organization that has many controls and adheres to rules and regulations. These attributes are typical of governments in urban areas. The demographic family is a grouping or a market segment of a certain demographic.

### Question: 12

The science that studies various social groups and how individuals behave and relate to each other as a group to other social groups that can influence funeral service disposition arrangements is:

- A. Funeralization
- B. Ethnocentrism
- C. Pathology
- D. Soci0104'

**Answer: D**

Explanation:

Sociology is the science that studies various social groups and how individuals behave and relate to each other as a group in relation to other social groups. This can influence funeral service disposition arrangements. Funeralization is the practice of the funeral itself, including a variety of activities linked to the final disposition. This includes the type of service and the merchandise needed to accommodate the funeral service. Ethnocentrism is the belief that one's ethnic or cultural group, nation, race, or culture is better than all other groups. Pathology is the science that studies the origin, nature, and track of diseases.

### Question: 13

The mobility of society today is a change in our culture that has had an effect on funeral service arrangements. The trend for people to move away from where they were born and raised and relocate to a new area for work or climate is called:

- A. Enculturation
- B. Ethnocentrism
- C. Social stratification
- D. Neo-localism

**Answer: D**

Explanation:

Neo-localism refers to an inclination in society for people to move away from where they were born and raised and relocate to a new region for vocation or weather. Enculturation refers to the process by which certain values and customs become more embedded in our behaviors as we grow up. As it relates to funeral arrangements, a person making funeral arrangements for a deceased relative who was raised in a certain social class may have pre-conceived ideas of how a funeral service should be performed (such as in a church or chapel) and the goods and services that should be part of the funeral service. Ethnocentrism is the belief that one's ethnic or cultural group, nation, race, or culture is superior to all other groups. Social stratification is the categorizing of people according to their financial status or worth, as well as their social status in the community.

### Question: 14

An assignment is a transfer of legal rights from one person (party) to another. The party to whom the assignment is made is called the:

- A. Assignor
- B. Beneficiary
- C. Consignee
- D. Assignee

**Answer: D**

Explanation:

When an assignment is made, a party transfers legal rights to another person who is called an assignee. The assignor is the party who is making the assignment. A beneficiary is the person who will receive a stated gain of some kind, such as the life insurance proceeds pursuant to a life insurance policy, or the person who will inherit property, such as that declared in a will. A consignee is the individual to whom goods are shipped, usually via a common carrier.

### Question: 15

The transfer of possession, but not title, of personal property such as rings or jewelry worn by the deceased from a family to a funeral director is called:

- A. Consignee
- B. Bailment
- C. Blank endorsement
- D. Acceptance

**Answer: B**

Explanation:

Bailment is the provisional transfer of custody but not the permanent transfer of title of personal possessions between two persons. A consignee is the individual to whom goods are



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shipped, usually via a common carrier. A blank endorsement is an endorsement on a bill of exchange that does not recognize a specific payee, and so it may compensate the bearer. Acceptance occurs when parties agree on an offer, which in turn results in a tangible contract.

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