

Funeral Service Management Federal Trade Commission (FTC) Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which term refers to the category of goods sold to the public for use in funeral services?**
 - A. Outer Burial Container**
 - B. Itemization**
 - C. Funeral Goods**
 - D. Tying Arrangements**

- 2. Which term describes a service commemorating the deceased with the body present?**
 - A. Direct Cremation**
 - B. Funeral Ceremony**
 - C. Memorial Service**
 - D. Graveside Service**

- 3. Which term describes a ceremony commemorating the deceased without the body?**
 - A. Graveside Service**
 - B. Memorial Service**
 - C. Direct Cremation**
 - D. Funeral Ceremony**

- 4. Which statement best describes an alternative container?**
 - A. A metal casket with interior lining**
 - B. A plastic outer burial container**
 - C. An exterior display case**
 - D. An unfinished wood box or other non-metal receptacle without ornamentation or a fixed interior lining, designed for the casement of human remains and made of fiberboard, pressed-wood, composition materials or like materials**

- 5. The General Price List (GPL) is described as which?**
 - A. A list of cash advance items.**
 - B. General Price List; list of goods and services offered for sale with retail prices; keystone of the Funeral Rule.**
 - C. A list of goods and services with no prices.**
 - D. A government price list.**

- 6. Which statement is NOT a placement disclosure requirement?**
- A. They must be printed in red ink on the GPL.**
 - B. They must be presented in a clear and conspicuous manner.**
 - C. They must be exactly as prescribed by the Rule.**
 - D. They must use identical wording as given in the Rule.**
- 7. What is the Casket Price List (CPL) used for?**
- A. Casket Price List; printed or typewritten list of caskets and alternative containers normally offered for sale by funeral providers which do not require special ordering. Must include retail price and enough descriptive information to enable consumers to identify merchandise.**
 - B. Outer Burial Container Price List; list of outer burial containers normally offered for sale by funeral providers which do not require special ordering. Must include retail price and enough descriptive information to enable consumers to identify merchandise.**
 - C. A bill for services.**
 - D. General Price List.**
- 8. Which price list is considered the keystone of the Funeral Rule?**
- A. General Price List**
 - B. Casket Price List**
 - C. Outer Burial Container Price List**
 - D. Statement of Funeral Goods and Services**
- 9. Under Casket Prices, which component is listed?**
- A. Prices of individual caskets**
 - B. Price range for caskets offered for sale with statement 'A complete list will be provided at the funeral home'**
 - C. Both A and B**
 - D. Delivery charges**

10. Which of the following describes Telephone Price Disclosure?

- A. It requires a price disclosure on the phone: the funeral provider must furnish accurate price information and answer questions during a phone call with readily available information.**
- B. It prohibits answering questions about prices over the phone.**
- C. It requires all price quotes to be offered in writing only.**
- D. It requires a written contract prior to discussing prices.**

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Answers

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1. C
2. B
3. B
4. D
5. B
6. D
7. A
8. A
9. A
10. A

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Explanations

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1. Which term refers to the category of goods sold to the public for use in funeral services?

- A. Outer Burial Container**
- B. Itemization**
- C. Funeral Goods**
- D. Tying Arrangements**

In funeral service practice, the category of tangible items sold for use in a funeral is called funeral goods. This broad term covers all the products a funeral home offers for the service or disposition, such as caskets, urns, vaults, and outer burial containers. It fits the question because it names the general group of items provided to the public for funeral use. The other options point to something more specific or unrelated: an outer burial container is a particular product within funeral goods, not the category itself; itemization refers to how prices are listed rather than what is sold; and tying arrangements isn't a standard term describing a category of funeral products.

2. Which term describes a service commemorating the deceased with the body present?

- A. Direct Cremation**
- B. Funeral Ceremony**
- C. Memorial Service**
- D. Graveside Service**

When the body is present, the formal service is called a funeral ceremony. This is the structured gathering held before burial or before cremation, featuring the casket or remains as a focal point and guiding the rites, prayers, eulogies, and rituals that honor the deceased. A memorial service, in contrast, commemorates the person without the body present, often after burial or cremation. Direct cremation skips a formal service with the body present altogether, focusing on the cremation process. A graveside service takes place at the burial site and, while it may include the body, is defined by its location rather than the broader concept of the body being present for a main service. Thus, the term that best describes a service commemorating the deceased with the body present is the funeral ceremony.

3. Which term describes a ceremony commemorating the deceased without the body?

- A. Graveside Service**
- B. Memorial Service**
- C. Direct Cremation**
- D. Funeral Ceremony**

A memorial service is a ceremony held to honor and remember the deceased when the remains are not present at the service. It focuses on celebrating the person's life, often with readings, music, and stories, rather than a formal viewing or the presence of a casket. Because the body is not part of the service, it fits the scenario described. Graveside services are typically conducted at the burial site and usually involve the remains in some form being present; this centers on the interment and the grave, not a remembrance without the body. Direct cremation means the cremation occurs without a funeral service with the remains; a separate memorial can occur later, but the term itself refers to cremation without an immediate service. A funeral ceremony traditionally includes the presence of the remains and often a viewing or procession, so it's not the ceremony described when the body isn't present.

4. Which statement best describes an alternative container?

- A. A metal casket with interior lining**
- B. A plastic outer burial container**
- C. An exterior display case**
- D. An unfinished wood box or other non-metal receptacle without ornamentation or a fixed interior lining, designed for the casement of human remains and made of fiberboard, pressed-wood, composition materials or like materials**

The key idea here is what qualifies as an alternative container under funeral service regulations: it's a non-metal receptacle used to encase human remains when a traditional casket isn't used, and it should lack ornamentation and a fixed interior lining. This type of container is typically made from fiberboard, pressed wood, composition materials, or similar substances, and is unfinished or simply constructed. The described option fits this definition exactly: an unfinished wood box or other non-metal receptacle without ornamentation or a fixed interior lining, made of fiberboard, pressed-wood, composition materials or like materials. It embodies the non-metal, no-fixed-interior-lining, no-ornamentation characteristics that distinguish an alternative container from a traditional casket. By contrast, a metal casket with interior lining is a traditional casket, which is different from an alternative container. A plastic outer burial container refers to the outer container used for burial after the casket (or alternative container) is placed inside; it's a separate category from an alternative container. An exterior display case isn't designed to encase remains for burial or cremation at all, so it doesn't fit the concept of an alternative container.

5. The General Price List (GPL) is described as which?

- A. A list of cash advance items.
- B. General Price List; list of goods and services offered for sale with retail prices; keystone of the Funeral Rule.**
- C. A list of goods and services with no prices.
- D. A government price list.

The General Price List is the official pricing document a funeral home must provide. It lists every goods and services the provider offers for sale and shows the retail price for each item, so families can see exactly what they're paying for and compare costs across providers. This transparency is the core purpose of the Funeral Rule, making the GPL the central pricing disclosure that helps prevent hidden fees. The list covers the full range of offerings—basic service fees, transportation, embalming, preparation, facilities, caskets, outer burial containers, cremation services, and cash-advance items—each with its price, and it must be given at first contact and kept up to date. It is not merely a list of cash advances, nor a price list without prices, nor a government price list.

6. Which statement is NOT a placement disclosure requirement?

- A. They must be printed in red ink on the GPL.
- B. They must be presented in a clear and conspicuous manner.
- C. They must be exactly as prescribed by the Rule.
- D. They must use identical wording as given in the Rule.**

Placement disclosures are intended to ensure consumers can easily find and understand the pricing and service information. Two requirements are clear: the disclosures must be presented in a clear and conspicuous manner, and they must be printed in red ink on the General Price List to make them stand out. However, the rule does not require you to copy the wording verbatim from the rule itself. You can convey the necessary information in your own plain language as long as the essential disclosures are included accurately. Therefore, insisting that the disclosures must be exactly or identically worded as the Rule is not a placement requirement.

7. What is the Casket Price List (CPL) used for?

- A. Casket Price List; printed or typewritten list of caskets and alternative containers normally offered for sale by funeral providers which do not require special ordering. Must include retail price and enough descriptive information to enable consumers to identify merchandise.**
- B. Outer Burial Container Price List; list of outer burial containers normally offered for sale by funeral providers which do not require special ordering. Must include retail price and enough descriptive information to enable consumers to identify merchandise.**
- C. A bill for services.**
- D. General Price List.**

The main idea here is price transparency for caskets. The Casket Price List is the printed or typewritten list of caskets and alternative containers that a funeral provider normally offers for sale without special ordering. It must show the retail prices and include enough descriptive information so customers can identify the merchandise. This helps consumers compare options and understand exactly what is available and how much it costs before making decisions, aligning with the FTC Funeral Rule's goal of clear, upfront pricing. It's distinct from the Outer Burial Container Price List (which covers outer containers), from a bill for services, and from the General Price List, which is the broader price disclosure document.

8. Which price list is considered the keystone of the Funeral Rule?

- A. General Price List**
- B. Casket Price List**
- C. Outer Burial Container Price List**
- D. Statement of Funeral Goods and Services**

The General Price List is the keystone because it is the primary disclosure document required by the Funeral Rule. It provides a complete, itemized display of prices for all goods and services a funeral provider offers, along with any relevant options and disclaimers. By giving this single document to consumers who inquire or expect to make a purchase, the provider enables straightforward price comparison and helps prevent hidden charges. Other price lists focus on specific categories (like caskets or outer burial containers) or itemize what a consumer selects at the arrangement meeting, but they rely on the GPL as the central source of price information. So the GPL is the foundational tool that ensures transparency and consistency across all pricing, making it the keystone.

9. Under Casket Prices, which component is listed?

- A. Prices of individual caskets**
- B. Price range for caskets offered for sale with statement 'A complete list will be provided at the funeral home'**
- C. Both A and B**
- D. Delivery charges**

The key idea here is itemized pricing for caskets. Under the FTC Funeral Rule, the General Price List must show the exact price of each casket offered, so consumers can compare specific options without guessing or facing hidden costs. Listing only a price range or stating that a complete list will be provided later does not give the precise amounts for individual caskets, which is what buyers need to make informed choices. Delivery charges are separate costs and aren't what's being described in the Casket Prices section. So the component that belongs in Casket Prices is the prices of individual caskets.

10. Which of the following describes Telephone Price Disclosure?

- A. It requires a price disclosure on the phone: the funeral provider must furnish accurate price information and answer questions during a phone call with readily available information.**
- B. It prohibits answering questions about prices over the phone.**
- C. It requires all price quotes to be offered in writing only.**
- D. It requires a written contract prior to discussing prices.**

Telephone Price Disclosure is about providing price information to consumers who inquire by phone. Under the Funeral Rule, if a caller asks about prices, the funeral provider must furnish accurate price information and have readily available price data to share during the call. This ensures families can get clear, real-time details without having to request written materials first, which helps them compare options more effectively and avoid hidden charges. That's why the option describing giving accurate price information over the phone and answering questions with readily available data fits best. It reflects the rule's purpose: transparency and responsive communication when price questions arise during a phone conversation. The other choices don't fit because they either imply restricting information (prohibiting price questions over the phone), requiring exclusively written quotes, or mandating a written contract before any price discussion. The rule does not impose those requirements for telephone inquiries.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://funeralservicemgmtftc.examzify.com>

We wish you the very best on your exam journey. You've got this!

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