

Written Quiz

POINTS

1. When answering the business telephone, what information should you give first: 25
- a. Fire emergency
 - b. California Department of Forestry and Fire Protection (County Fire Department)
 - c. Hello!
2. Whenever possible you should write messages down on: 25
- a. Standard Form 40
 - b. Scratch pad
 - c. Standard Form 7
3. Emergency calls should have information taken in the following order: 25
- a. Type of emergency, location, name and number
 - b. Location, type of emergency , name and number
 - c. Location, name, number and type of emergency
4. YOU are the Department of Forestry and Fire Protection to the calling party. 25
- a. True
 - b. False

POINTS POSSIBLE: 100

POINTS DEDUCTED:

FINAL SCORE:

Written Quiz - Key

- | | <u>POINTS</u> |
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| 1. When answering the business telephone, what information should you give first: | <u>25</u> |
| a. Fire emergency | |
| B. CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION (COUNTY FIRE DEPARTMENT) | |
| c. Hello! | |
| 2. Whenever possible you should write messages down on: | <u>25</u> |
| a. Standard Form 40 | |
| b. Scratch pad | |
| C. STANDARD FORM 7 | |
| 3. Emergency calls should have information taken in the following order: | <u>25</u> |
| a. Type of emergency, location, name and number | |
| B. LOCATION, TYPE OF EMERGENCY , NAME AND NUMBER | |
| c. Location, name, number and type of emergency | |
| 4. YOU are the Department of Forestry and Fire Protection to the calling party. | <u>25</u> |
| A. TRUE b. False | |

POINTS POSSIBLE: 100

POINTS DEDUCTED:

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TELEPHONE PROCEDURES
