



Fire Protection Training

Procedures Handbook 4300

STATION OPERATIONS

TOPIC: Telephone Procedures

TIME FRAME: 15 Minutes

LEVEL OF INSTRUCTION:

BEHAVIORAL OBJECTIVE:

Condition: A written quiz

Behavior: The student will identify the basic components of a phone message, the importance of proper telephone etiquette and procedures, and the necessary information to obtain when taking an emergency call

Standard: With a minimum of 70% accuracy

MATERIALS NEEDED:

- Message pad, (Standard form 7)

REFERENCES:

- CDF, Telecommunication Handbook

PREPARATION: All phones should be answered in a prompt, courteous fashion since the first impression you give the caller may be the one they attribute to the department.



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TELEPHONE PROCEDURES

PRESENTATION

APPLICATION

I. ANSWERING THE PHONE

- A. Answer Promptly
- B. Identify:
 - 1. Department name
 - 2. Company or station number
 - 3. Yourself
- C. Be Prepared to Take a Message Using a "Message Pad" (Standard Form 7).

What do you feel should be included in the answering of the phone?

II. TAKING THE MESSAGE

- A. Date of Message
- B. Time
- C. Name of Caller
- D. Caller's Phone Number
- E. Message Text
- F. Your Name

What information is needed for a message?

III. PHONE ETIQUETTE

What are some things about etiquette you should keep in mind

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TELEPHONE PROCEDURES

PRESENTATION	APPLICATION
<ul style="list-style-type: none"> A. Answer Promptly and Professionally B. Be Courteous and Friendly C. Never Leave the Line Open or Someone on Hold for an Extended Period of Time D. Post the Message or Deliver It to the Person That It Is Intended for Promptly E. Terminate Calls Courteously 	<p>when answering the phone?</p>
<p>IV. RECEIVING EMERGENCY CALLS</p> <ul style="list-style-type: none"> A. Remain calm and professional B. Necessary information <ul style="list-style-type: none"> 1. Location <ul style="list-style-type: none"> a. Street and number b. Cross street 2. Type of emergency <ul style="list-style-type: none"> a. Structure fire 	<p>Why remain calm? Your nervousness will make the caller nervous.</p> <p>What information is needed when taking calls?</p> <p>Why is type of emergency important?</p>



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TELEPHONE PROCEDURES

PRESENTATION	APPLICATION
<ul style="list-style-type: none">b. Vehicle firec. Vegetation fired. Medical aid and typee. Other <p>3. Name of caller</p> <p>4. Call back phone number</p> <ul style="list-style-type: none">a. Phone from which report is being madeb. Not always home phone number <p>5. Read address and phone number back to assure accuracy.</p> <p>6. Notify your supervisor immediately of call and information</p>	<p>Dispatcher may need additional information</p>



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TELEPHONE PROCEDURES

SUMMARY:

If the phone is answered promptly and courteously, you can improve the department's public image. It is critical that you obtain all necessary information when receiving emergency calls.

EVALUATION:

A written quiz.

ASSIGNMENT:

To be determined by the instructor(s).