



Fire Protection Training

Procedures Handbook 4300

STATION OPERATIONS

TOPIC: Dealing With The Public

TIME FRAME: 30 Minutes

LEVEL OF INSTRUCTION:

BEHAVIORAL OBJECTIVE:

Condition: A written quiz

Behavior: The student shall complete a written quiz

Standard: With a minimum of 70% accuracy

MATERIALS NEEDED:

- Lesson plan
- Chalkboard
- Chalk
- Current uniform
- Grooming standards

REFERENCES:

- None

PREPARATION: You will be called upon, from time to time, to greet members of the public. The way you greet and deal with them will reflect upon you and the California Department of Forestry and Fire Protection. You represent the Department. The ABC's are important. They are: Appearance, Behavior, and Courtesy.

4302.8



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DEALING WITH THE PUBLIC

PRESENTATION	APPLICATION
<p>I. APPEARANCE</p> <p>A. Look Professional</p> <p>B. Wear Uniform Proudly</p> <ol style="list-style-type: none">1. Neat2. Clean3. Good state of repair4. Proper for occasion <p>C. Meet All CDF Grooming Standards</p> <p>D. Safety Uniforms and Equipment Are Meant to be Worn on Emergency Incidents Not to Stores and Restaurants</p> <ol style="list-style-type: none">1. Maintain professional image	<p>Discuss uniform standards</p> <p>Discuss grooming standards</p> <p>Look sharp - be sharp</p>
<p>II. BEHAVIOR</p> <p>A. Be Professional</p> <ol style="list-style-type: none">1. Mature2. Helpful <p>B. If You Do Not Know the Answer, Seek Assistance</p>	<p>The public is your employer</p>

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III. COURTESY

A. Do's

1. Ask to be of assistance
2. Introduce yourself
3. Make eye contact
4. Be helpful
5. Be positive

B. Don'ts

1. Use profanity
2. Lose your temper
3. Be abusive
4. Be indifferent
5. Be condescending

Ask for "do's", write student responses on chalkboard

Ask for "Don'ts". Write student responses on chalkboard

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DEALING WITH THE PUBLIC

PRESENTATION

APPLICATION

SUMMARY:

While on duty, we represent the Department. Every contact we make with the public is an opportunity to enhance the image of the Department. Each time we act in a professional manner, the image of the Department improves. Each time we act unprofessional, our Department image suffers.

EVALUATION:

A written quiz.

ASSIGNMENT:

To be determined by instructor(s).

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