Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Fire Department Communications Checklist A**

Objective:

Properly answer a fire service business call

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
|  | **Task/Steps (All Criteria 2 pts. each)** | | |  | **Pts.** |  |
|  |  |  |  |  |  |  |
|  | Answers telephone promptly | | |  |  |  |
|  | |  |  |  |  |  |
| Determines the reason for the call | | | |  |  |  |
|  | |  |  |  |  |  |
| Responds to the caller’s request or need | | | |  |  |  |
|  | |  |  |  |  |  |
| Ends the call according to local protocols | | | |  |  |  |
|  | |  |  |  |  |  |
| Records message/call as required | | | |  |  |  |
|  |  |  |  |  |  |  |
|  | **Total Points (10 pts.)** | | |  |  |  |
|  |  |  |  |  |  |  |

Comments: