



**COMMUNICATIONS - BUSINESS AND EMERGENCY
PHONE CALLS**



CANDIDATE NAME (Please Print)	DATE
CHARTER	CHARTER #

FIREFIGHTER I	PRACTICAL SKILL EVALUATION		
Primary Task	Communications - Business and Emergency Phone Calls	JPR(s)	5.2.1, 5.2.2
Reference Source	NFPA 1001 Standard, 2013 Edition	Skill No.	3-3
Candidate Instruction	The candidate will demonstrate handling business calls and reports of an emergency.		State Maximum Allotted 5 minute

PERFORMANCE STEPS	TEST 1		RETEST 2		RETEST 3	
RECEIVE A BUSINESS CALL	P	F	P	F	P	F
Using a professional tone, answer the telephone promptly identifying yourself and the fire agency / department.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Determine the reason for the call.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respond appropriately to caller's request by writing down pertinent information including a return call number.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide needed information and post message in the appropriate manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
End the call courteously and hang up last.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PERFORMANCE STEPS	TEST 1		RETEST 2		RETEST 3	
RECEIVE REPORT OF AN EMERGENCY	P	F	P	F	P	F
Using a professional tone answer the telephone promptly, identifying the fire agency / department.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gather information on nature of emergency including address and location of emergency, type of situation, and if any life safety concerns exist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gather information on the caller including name, address and location of emergency, and a callback number.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
End call and transfer information to dispatch center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Firefighter must have at least 70% pass mark for each skill and perform all critical points (7/9 required).	Score: ___ / 9
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NUMBER OF ATTEMPTS	TEST 1	RETEST 2	RETEST 3
SCORE	/9	/9	/9
TIME			
EVALUATOR COMMENTS			

PRINT NAME FIRST EVALUATOR	CERT #	SKILL TEST DATE / /
SIGNATURE FIRST EVALUATOR X		Overall Skill Sheet Score <input type="checkbox"/> Pass <input type="checkbox"/> Fail
PRINT NAME SECOND EVALUATOR	CERT #	SKILL TEST DATE / /
SIGNATURE SECOND EVALUATOR X		Overall Skill Sheet Score <input type="checkbox"/> Pass <input type="checkbox"/> Fail
PRINT NAME THIRD EVALUATOR	CERT #	SKILL TEST DATE / /
SIGNATURE THIRD EVALUATOR X		Overall Skill Sheet Score <input type="checkbox"/> Pass <input type="checkbox"/> Fail