2-2: Receive a Telephone Call

Candidate Information
Candidate Name and SFT ID Number:
Circle One: Day 1 First Attempt / Day 1 Second Attempt / Day 2 First Attempt / Day 2 Second Attempt
General Information
NFPA Standard: 1001 (2019), JPR 4.2.2 / **CTS Guide:** 2-2 / **Course Plan:** Fire Fighter 1A, Topic 3-1
Performance Outcome: Operate a fire station telephone using departmental procedures and relaying all information gathered from the caller.
Candidate Directions: You will answer the phone and retrieve information using standard operating procedures, hang up the phone, and relay the caller's information to the appropriate individual or record keeping log. The evolution will begin when I say, "start." The evolution will end when you say, "done." Do you understand the directions?

Performance Measures (check appropriate box) The candidate must complete all steps (100%) to receive a passing score.	**Pass**	**Fail**
1. Answers the call promptly		
2. Identifies self and department to caller		
3. Takes message recording date, time, caller, call-back number, message, and person taking call		
4. Ends call courteously and in a timely manner		
5. Transfers call to appropriate person or hangs up after caller hangs up		
6. Delivers message promptly to appropriate person or documents message in appropriate record-keeping log		

Evaluation Results
Overall Evaluation: Pass / Fail (circle one)
Student Signature / Date:
Print Student Name:
Evaluator Signature / Date:
Print Evaluator Name:
Comments: