



**COMMUNICATIONS - BUSINESS AND EMERGENCY  
PHONE CALLS**



CANDIDATE NAME (Please Print)	DATE
CHARTER	CHARTER #

FIREFIGHTER I	PRACTICAL SKILL EVALUATION		
<b>Primary Task</b>	Communications - Business and Emergency Phone Calls	<b>JPR(s)</b>	5.2.1, 5.2.2 5.2.3, 5.2.4
<b>Reference Source</b>	NFPA 1001 Standard, 2013 Edition	<b>Skill No.</b>	3-3
<b>Candidate Instruction</b>	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"/>					
Determine the reason for the call.	<input type="checkbox"/>					
Respond appropriately to caller's request by writing down pertinent information including a return call number.	<input type="checkbox"/>					
Provide needed information and post message in the appropriate manner.	<input type="checkbox"/>					
End the call courteously and hang up last.	<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"/>					
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"/>					
Gather information on the caller including name, address and location of emergency, and a callback number.	<input type="checkbox"/>					
End call and transfer information to dispatch center.	<input type="checkbox"/>					

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

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