



Office of Training
and Certification

New Jersey Division of Fire Safety

BASIC PRACTICAL SKILLS EXAMINATION REPORT

Skill sheet #

FF1-06

Certification title

Firefighter I
FIRE DEPARTMENT COMMUNICATION
USE OF TELEPHONE

Applicant Information

Candidate name

DFS ID #

Course #

Evaluation

Standard:
NFPA 1001, 2013 Edition
5-2.2

Task

Receive a telephone call

Conditions and Outcome

Given a telephone and/or intercom equipment and other necessary equipment and a real or simulated call from the evaluator, the candidate shall be able to properly answer a fire department business phone, ensuring that the proper procedures for answering a department telephone are used and the caller's information is relayed. **The candidate will complete this task with a minimum of 4 items answered correctly.**

Number	Task Steps	First Test		Retest #1		Retest #2	
		Pass	Fail	Pass	Fail	Pass	Fail
1	Answer the call promptly						
2	Identify self and the department to the caller						
3	Take a brief message (e.g., date, time, caller, caller's call back number, message, and person taking call)						
4	End the call courteously, in a timely manner; hang up after customer hangs up						
5	Deliver message promptly to appropriate person or transfer call to appropriate party						
Final Test Result for Entire Task							
Evaluator signature & comments, Test #1		Evaluator signature & comments, Retest #1		Evaluator signature & comments, Retest #2			
Evaluator signature	Date	Evaluator signature	Date	Evaluator signature	Date		
Candidate signature & acknowledgement, Test #1		Candidate signature & acknowledgement, Retest #1		Candidate signature & acknowledgement, Retest #2			
By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments		By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments		By my signature below I acknowledge I have read and understood the evaluation results and evaluator comments			
Candidate signature	Date	Candidate signature	Date	Candidate signature	Date		

