



WRITTEN QUIZ

Procedures Handbook 4300

NAME: _____

DATE: _____

POINTS

1. When answering the business telephone, what information should you give first: 25
- a. Fire emergency
 - b. CAL FIRE (County Fire Department)
 - c. Hello!
2. Whenever possible you should write phone messages down 25
- a. True
 - b. False
3. Emergency calls should have information taken in the following order: 25
- a. Type of emergency, location, name and number
 - b. Location, type of emergency, name and number
 - c. Location, name, number and type of emergency
4. YOU are the Department of Forestry and Fire Protection/ CAL FIRE to the calling party. 25
- a. True
 - b. False

POINTS POSSIBLE: 100

POINTS DEDUCTED:

FINAL SCORE:

