



Fire Protection Training

Procedures Handbook 4300

STATION OPERATIONS

TOPIC: Dealing With The Public

TIME FRAME: :30

LEVEL OF INSTRUCTION: Level I

BEHAVIORAL OBJECTIVE:

Condition: A written quiz

Behavior: The student shall complete a written quiz

Standard: With a minimum of 80% accuracy

MATERIALS NEEDED:

- Lesson plan
- Whiteboard/or flip chart
- Erasable markers
- Current work uniform
- CAL FIRE 1500 Uniform Standards Handbook

REFERENCES:

- CAL FIRE 1500 Uniform Standards Handbook

PREPARATION:

You will be called upon, from time to time, to greet members of the public. The way you greet and deal with them will reflect upon you and the California Department of Forestry and Fire Protection (CAL FIRE). You represent the Department. The ABC's are important. They are: Appearance, Behavior, and Courtesy.



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DEALING WITH THE PUBLIC

PRESENTATION	APPLICATION
<p>I. APPEARANCE</p> <ul style="list-style-type: none">A. Look professionalB. Wear uniform proudly<ul style="list-style-type: none">1. Neat2. Clean3. Good state of repair4. Proper for occasionC. Meet all CAL FIRE grooming standardsD. Safety uniforms and equipment are meant to be worn on emergency incidents not to stores and restaurants<ul style="list-style-type: none">1. Maintain professional image <p>II. BEHAVIOR</p> <ul style="list-style-type: none">A. Be Professional<ul style="list-style-type: none">1. Mature2. HelpfulB. If you do not know the answer, seek assistance <p>III. COURTESY</p> <ul style="list-style-type: none">A. Do	<p>Discuss 1500 Handbook uniform standards</p> <p>Discuss grooming standards</p> <p>Look sharp - be sharp</p> <p>Who do we work for? Answer: the public!</p> <p>Ask for courteous behaviors, write student responses on whiteboard/flipchart</p>

4302.8



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DEALING WITH THE PUBLIC

SUMMARY:

While on duty, we represent the Department. Every contact we make with the public is an opportunity to enhance the image of the Department. Each time we act in a professional manner, the image of the Department improves. Each time we act unprofessionally, our Department image suffers.

EVALUATION:

A written quiz.

ASSIGNMENT:

To be determined by instructor(s).