

Fauquier County Department of Fire Rescue

OPERATING PROCEDURE

No. 124



Telephone Procedure

Effective Date: July 1, 2010
Revision Date: January 30, 2018

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Forms:

Approved By: Darren L. Stevens, Fire Rescue Chief

A handwritten signature in black ink, appearing to read 'Darren L. Stevens', is written over the printed name.

PURPOSE

To provide a professional, business-like atmosphere when answering station telephones and create a positive public image when interacting over the phone.

SCOPE

This regulation pertains to all Fauquier County Fire, Rescue and Emergency Management personnel (operational and administrative).

I. POLICY

- A. All career personnel answering the telephone in stations will use the following format:

“Fire Station 7. Technician Jones speaking.”

- B. It must be understood that the manner in which telephone conversations are handled leave a lasting impression with the general public about the professionalism of the Department. Any member of the public calling a station must be treated with the utmost courtesy. All personnel are to attempt to assist the caller in any way possible. If you are unable to assist for whatever reason, the employee must direct the caller to the appropriate entity, or obtain a telephone number where the citizen may be reached once an answer is obtained.