

Fire and Emergency Services Company Officer
Lesson 9 — Administrative Functions

Assignment Sheet 9-1
Apply the Customer Service
Concept to a Citizen Inquiry

Name _____ Date _____

References

Fire and Emergency Services Company Officer, 4th Edition, p. 193 - 197
NFPA 1021, 4.3.2

Introduction

The fire department is often the most visible organization in a municipality. Citizens routinely come into the local fire station seeking information about community fire codes, insurance information, scheduling fire station tours, and questions about the community itself. The company officer must be prepared to answer these questions in a manner that serves the citizen while casting a favorable impression of the fire department.

Directions

Read the activity scenario below and complete the exercises that follow.

Activity

Mrs. Defenbach has come to Fire Station 5 to request information about the fire hydrant that serves her residence. She has the following questions:

- Where is the fire hydrant located?
- How far is it from her residence?
- Has it been checked and maintained recently?

She mentions that she has lived at her house for almost twenty years, and in all of that time couldn't recall ever having seen anyone check the fire hydrant to see if it worked. As company officer on duty, it is your responsibility to assist her. Following further inquiry you determine that Mrs. Defenbach watched a television report the previous evening about a residential fire in a distant city that injured several people and destroyed the structure. The report also claimed that fire-fighting efforts were hampered by a broken fire hydrant that served the structure.

1. List and describe the three types of customers as identified in the text.

a. _____

b. _____

c. _____

2. What type of customer is Mrs. Defenbach?

3. Describe the type of customer that Mrs. Defenbach represents and what her expectations are of the fire department.

4. a. Which information-gathering method best describes Mrs. Defenbach's inquiry?

b. What are the problems associated with this method of approach?

c. How could the fire department approach the needs assessment of the community in a consistent manner?

a. _____

b. _____

c. _____

5. Describe the strategy that you would use to assist Mrs. Defenbach.

a. _____

b. _____

c. _____

d. _____

e. _____

f. _____
