



<b>Title</b> Customer Service Standards and Terms	<b>Date</b> 07/31/2019
<b>CDE Number</b> G-1907001	<b>CDE Credit Hours</b> 0.5 HR

**Select the Correct Standard with its definition. Please be specific!**

- A. Provide Reassurance
- B. Repetitive Persistence
- C. Avoid Gaps
- D. Explain Actions
- E. Calltaker Attitude
- F. Positive Ambiguity
- G. Prohibited Behaviors
- H. Calming Statements
- I. Correct Volume, Tone, and Rate
- J. Display Compassion
- K. Don't Create Uncontrollable Expectations
- L. Voice Tone

<b>Answer</b>	<b>Definition</b>
	"Providing non-committal reassurance in response to specific questions about responder arrival time, incident outcome, etc."
	"The attitude expressed in the calltaker's voice and mannerism show concern for the caller and patient/victim, is respectful, and is not judgmental, complacent, or sarcastic."
	"A hysteria-controlling technique in which the calltaker repeats verbatim a calming request that is accompanied by a reason for the request. This technique will help most callers regain self-control and become able to provide answers to interrogation questions or carry out Dispatch Life Support Instructions..."
	"The calltaker uses a calm, even tone of voice. The volume of the calltaker's speech stays at a normal level. The expression in the calltaker's voice shows concern for the caller and patient/victim and lets the caller know that the problem is being handled by an experienced, competent dispatch professional. The calltaker's tone and volume give the caller the



	impression that everything possible is being done to help the patient or victim. The rate of the calltaker's interrogation and instruction delivery ensures effective communication with the caller..."
	"The calltaker avoids unnecessary gaps by telling the caller what s/he is doing and what is going to happen next. When gaps cannot be avoided, the calltaker explains why there will be a short lull in the conversation."
	"When appropriate, the calltaker reassures the caller that help is on the way and that s/he will provide instructions on how to help the patient/victim/scene until the responders arrive. The calltaker reassures the caller more than once, if necessary."
	"The calltaker avoids any statement that may create unattainable or unrealistic expectations for the caller. If asked when responders will arrive or about possible outcome, the calltaker uses phrases consistent with the <i>positive ambiguity</i> concepts taught by the IAED."
	"The calltaker will not employ any statement or action that may create feelings of anger, confusion, anxiety, or helplessness for the caller, patient, victim, or family."
	"Intonation, pitch, modulation, etc., that expresses a particular meaning or attitude of the speaker."
	"When a caller is impatient or frustrated and want to hang up the phone, the calltaker tells the caller that s/he needs to stay on the phone. The calltaker explains to the caller what is happening or what is going to happen and what to expect next."
	"The statement is repeated to the caller verbatim, maintaining a firm but caring tone. The calltaker repeats the statement several times, including reassurance and explanatory statements, using the exactly the same language and tone." And/or "The calltaker uses the caller's name or title when ever possible. This may be dependent on the culture and age of the caller."
	"The calltaker uses words and phrases consistent with professional, compasstionate communication."



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I verify that I read and am familiar with the contents of this document.

Please return this to your agency's training coordinator for CDE credit. If you have any questions please contact us at [911training@elpasoteller911.org](mailto:911training@elpasoteller911.org)

X \_\_\_\_\_

**Signature**

\_\_\_\_\_

**DATE**

X \_\_\_\_\_

**Printed Name**

X \_\_\_\_\_

**Agency**