The below worksheet is based off the DOH study guide dated 07/01/2017. This worksheet should be used as a guide to help learn the material within it in preparation for the state exam. This worksheet does not cover all elements of Chapter 7. When preparing for the state exam, the state study guide is the primary resource.

Chapter 7: Identify and perform the operational skills of a dispatcher

1. What do the letters “CYMBALS” represent when obtaining standard vehicle description?

   1.
   2.
   3.
   4.

2. As a dispatcher it’s important to remember that everything you do or say may be __________, __________, and __________ .

   1.
   2.

3. What is important to do prior to dispatch to ensure understanding?

   1.

4. Give examples of commonly used terms used to define response modes.

   1.
   2.
   3.
   4.
5. List the five (5) resources available specifically to dispatchers different from call takers.

6. Delays in processing information could jeopardize who?

7. List five (5) mutual-aid resources specifically available to dispatchers and not call takers.

8. What are some visual cue callers may reference when trying to give a location?

9. What is the additional skills needed by dispatchers different from a call taker when it comes to multi-functional dexterity?

10. List three (3) requirements needed when completing logs, forms, and files appropriately.