

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

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?

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

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

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

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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.
