

Call handler questions

These are some of the typical things an emergency services operator will ask when they answer a call.



Call handler

'Hello, emergency service operator, which service do you require?'

Caller

Should reply with either police, fire or ambulance.

Call handler

'What's your name?'

Caller

Should reply with their first name.

Call handler

'Where are you calling from?'

Caller

Should reply with as much of the address of their location as possible.

Call handler

'What has happened?'

Caller

Should reply with a simple description, for example, 'My friend has fallen off their bike and hurt their leg, and it's bleeding'.

Call handler

'Thank you. Please stay on the phone. Help is on its way.'