

Bomb Threat by Telephone

Receptionist's Telephone Procedure (for Tenant use)

1. Be calm, courteous; listen - do not interrupt.
2. Signal another employee to get on the same line (another phone) "quietly" and take notes.
3. Circle below items that apply as you listen:

Time call received: _____ a.m./p.m.

Exact words of caller: _____

_____.

Identify:	Male	Female	Adult	Juvenile
Voice:	Loud	Soft	Normal	Intoxicated
	Other _____			
Diction:	Excellent	Good	Fair	Poor
Accent:	White	Black	Spanish	Other _____
Manner:	Calm	Angry	Rational	Irrational
	Disguised	Stutter	Slow	Nasal
	Broken	Sincere	Lisp	Rapid
	Giggling	Deep	Crying	Squeaky
	Excited	Stressed	Accent	Loud
	Slurred	Normal		
Background	Street	Office	Voices	Music
Noises:	Bar room	Cafeteria	Other: _____	

4. **Ask:**

Location of bomb? (exact) _____

When is bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

Legitimate caller usually wants to avoid injuries or deaths. Request as much information as possible by expressing a desire to save lives.

Remarks:

Notify the Building Management Office, (972) 690-0451.

Time: _____ a.m./p.m.

Person receiving call: _____

Suite Number: _____

Date: _____

Time completed: _____ a.m./p.m.