

**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: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_.

<b>Identify:</b>	Male	Female	Adult	Juvenile
<b>Voice:</b>	Loud	Soft	Normal	Intoxicated
	Other _____			
<b>Diction:</b>	Excellent	Good	Fair	Poor
<b>Accent:</b>	White	Black	Spanish	Other _____
<b>Manner:</b>	Calm	Angry	Rational	Irrational
	Disguised	Stutter	Slow	Nasal
	Broken	Sincere	Lisp	Rapid
	Giggling	Deep	Crying	Squeaky
	Excited	Stressed	Accent	Loud
	Slurred	Normal		
<b>Background</b>	Street	Office	Voices	Music
<b>Noises:</b>	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) 669-1289.

Time: \_\_\_\_\_ a.m./p.m.

Person receiving call: \_\_\_\_\_

Suite Number: \_\_\_\_\_

Date: \_\_\_\_\_

Time completed: \_\_\_\_\_ a.m./p.m.