



Checking In Resources

Customer Service Job Aid

This job aid is designed to assist Status/Check-In Recorders (SCKNs) with providing exemplary customer service at the incident check-in station. Review the tips with examples of “what right looks like” and “what wrong looks like” in the following table.

Tip	What Right Looks Like	What Wrong Looks Like
Welcome resources to the incident upon their arrival.	<ul style="list-style-type: none"> ✓ Maintaining eye contact when introducing yourself to resources. ✓ Greeting resources by using phrases such as “good morning.” ✓ Telling resources that you will help them shortly if you are busy. ✓ Removing physical barriers between you and the resources checking in. ✓ Offering resources water, a chair, or swag (brochure, maps, Incident Action Plans [IAPs]) when waiting to check in. 	<ul style="list-style-type: none"> ✗ Looking away from resources when they are checking in. ✗ Greeting resources by using phrases such as “What do you want?” ✗ Ignoring resources when you are busy. ✗ Leaving a physical barrier between you and the resource checking in. ✗ Being distracted by computer or media device.
Be responsive to resource needs.	<ul style="list-style-type: none"> ✓ Listening actively when resources speak. ✓ Assisting resources with problems they share. ✓ Being patient and taking time when checking in resources and answering their questions. ✓ Adapting to change. 	<ul style="list-style-type: none"> ✗ Listening passively when resources speak. ✗ Ignoring resources when they share problems. ✗ Being impatient and rushing when checking in resources and answering their questions. ✗ Being rigid and resistant to change.
Know yourself and when to step away or take breaks.	<ul style="list-style-type: none"> ✓ Recognizing that people get tired, including yourself. ✓ Prioritizing self-care by taking a break when needed. ✓ Letting the unit supervisor know when you need a break, so the station is covered. 	<ul style="list-style-type: none"> ✗ Ignoring that people get tired, including yourself. ✗ Neglecting self-care by not taking a break even when it’s needed. ✗ Not letting the unit supervisor know that you need to take a break and leaving your station uncovered.

Tip	What Right Looks Like	What Wrong Looks Like
<p>Treat everyone fairly while maintaining a positive tone and being respectful.</p>	<ul style="list-style-type: none"> ✓ Expecting diverse audiences, personalities, and exhaustion levels. ✓ Calming resources who are frustrated or upset about something by listening to them and letting them vent. ✓ Emphasizing the importance of completing the check-in form if the resource resists. ✓ Offering a tablet to help resources more easily complete the check-in form. ✓ Avoiding mirroring someone’s negative attitude or tone. 	<ul style="list-style-type: none"> ✗ Assuming uniform audiences, personalities, and energy levels. ✗ Aggravating resources who are frustrated or upset about something by ignoring their concerns and preventing them from venting. ✗ Downplaying the importance of completing the check-in form if the resource resists. ✗ Not offering a tablet to help resources more easily complete the check-in form. ✗ Mirroring someone’s negative attitude or tone.
<p>Know when to elevate questions and direct resources appropriately.</p>	<ul style="list-style-type: none"> ✓ Orienting resources to the incident, especially if they are unfamiliar with the area. ✓ Informing resources of local incident knowledge. ✓ Informing resources where camp is located and reminding them to not sleep under powerlines. ✓ Avoiding making up answers when you are unsure of something. ✓ Directing resources to a Food Unit Leader (FDUL) to discuss dietary restrictions. ✓ Elevating questions to the unit supervisor about crews not having their documentation. Consider contacting the dispatch center as it may be a dispatching issue. ✓ Elevating issues to the unit supervisor if someone is disrespectful, problematic, argumentative, using alcohol or drugs, violating work rest rules, or exceeding their 14 days. 	<ul style="list-style-type: none"> ✗ Not orienting resources to the incident, even when they are unfamiliar with the area. ✗ Withholding information about local incident knowledge. ✗ Forgetting to inform resources where camp is located and not to sleep under power lines. ✗ Making up answers when you are unsure of something. ✗ Forgetting to direct resources to a FDUL to discuss dietary restrictions. ✗ Failing to elevate questions to the unit supervisor about crews not having their documentation. Not contacting the dispatch center even though it may be a dispatching issue. ✗ Handling issues on your own when someone is disrespectful, problematic, argumentative, using alcohol or drugs, violating work rest rules, or exceeding their 14 days.