



Futurefireleaders.com

In-Basket Exercise

TO: Captain Candidate
FROM: Battalion Chief Jones
RE: Public educational request
DATE: January 3, 20__

Captain Candidate, I've received a complaint from a school teacher who works at Leonard Elementary School. Her message stated that she's left three messages at your extension without a return phone call. I'm not sure of the date she had claimed to leave these messages. She was requesting a public educational presentation. Please call her ASAP at 480-532-7888 and then get back to me with a descriptive email with details on how you're going to handle this.