

Customer Service



Date	Friday Feb 23, 2024	Orientation	8:00 a.m.
		Time	(CLOSED to instructors)
Location	Butler Tech	Contest Time	Immediately Following
	3603 Hamilton		Orientation
	Middletown Rd Hamilton, OH 45011		(CLOSED contest)
Scope of		-nlaving situation	s that demonstrate the ability to
Contest			the list of competencies below.
contest	· ·		io(s) and the same amount of
	time. Total time will be appro	oximately 15 to 20	0 minutes. A scenario will likely
		-	eously (e.g., one customer may
	be engaged in a telephone co		
	customer is walking through	the door for face	-to-face interaction).
	Please see judging rubric at t	the end of the do	cument (2 pages).
Testing	No		
Eligibility	1 contestant for every 500 pai	id members	
Clothing	Official Dress: Official SkillsUS	SA red blazer, whi	ite shirt, black pants or skirt, and
	black dress shoes. Black socks	must be worn w	ith pants and nylons must be
	worn with a skirt (either skin-	tone or black). M	ales must wear a black tie.
Provided by	Professional Resume – must	be typed and phy	sically produced as a hard copy.
Contestant	Emergency Medical Form (Co	ontestants must h	ave this to compete)
	 Pencil and ballpoint pen 		
	Paper (legal pad or spiral not	-	
	Calculator (nonprogrammabl		
Contest	Contest Skilled Performance	-	d ODEW Career Field Technical
Standards	Standards	Conte	nt Standard Outcomes
	CUS 1.0 - Demonstrate ability	to Outco	me 1.1 Employability Skills
	communicate effectively.	Outco	me 1.2 Leadership and
			unications
	CUS 2.0 — Exhibit professiona	al Outco	me 1.10 Sales and Marketing
	demeanor and business etiqu		
	in customer service scenarios		
	CUS 3.0 - Solve problems		
	common in customer service		

work.	
CUS 4.0 - Act out proper telephone operating techniques in roleplay scenarios	

		Customer Service				Contestant Number	Number
SkillsUSV	# egbur						
Category Evaluated	Strong evidence 5-4	Acceptable evidence 3-2	Low evidence 1-0	PoInts Earned (5-0)	Meight	TOTAL	COMMENT'S
Greeting and Introduction							
	Handshake, greeting, introduction.	Omitted one or two of the three components.	Greeting and introductions were limited or not seen in the interview.		X10		
Resolve/ Set Expectations	-		-				
	Met the customer's needs. Provided additional information pertinent to the subject matter.	Provided a solution that mostly met customer needs. Provided limited additional information.	Did not meet the <u>customers</u> needs.		X10		
Take Responsibility							
	Energetically volunteered their assistance to the customer.	Volunteered to be of assistance.	Failed to volunteer to be of assistance.		X20		
Share the Product Value							
	Knowledgeable about the product/subject matter.	Possessed enough knowledge to assist with purchases.	Possessed very little knowledge of the subject matter and of little to no assistance.		X10		
Concern							
	Showed concern for the customer's wants and needs	Showed some concern for the customer's wants and needs	Showed little to no concern for the customer's wants and needs		X10		
Listen							
	Listened effectively.	Mostly effective at listening.	Did not listen effectively.		X10		
Control of Conversation							
	Maintained control of the conversation.	Somewhat maintained control of the conversation.	Had little to no control of the conversation.		X20		
Good Mannera/Politeness							
	Exhibited excellent manners and was polite throughout.	Exhibits good manners and was polite most of the time.	Sporadically exhibited good manners and politeness.		X10		
Word Choice							
	Effectively used correct, job-related vocabulary.	Had moderate use of correct, job- related vocabulary.	Had limited use of correct, job- related vocabulary.		X10		
Composure							
	Maintained complete composure even with multiple customers.	Mostly maintained composure even with multiple customers.	Had difficulty maintaining composure with multiple customers.		X10		
Sincere							
	Was sincere in their interactions with the customen(s).	Was mostly sincere in their interactions with the customer(s).	Was not sincere in their interactions with the customen(s).		X10		
Relationship							
	Had a positive relationship with the customer(s).	Had a somewhat positive relationship with the customer(s).	Had little to no positive relationship with the customer(s).		X10		

Datasets Doublested	Offennen suddamma E.J	E-Socialize distance #	1 Automaticana 4 A	Points			VALUEST 6
Category Evaluated	Strong evidence 5-4	Acceptable evidence 3-2	Low evidence 1-0		Weight	TOTAL SCORE COMMENTS	COMMENTS
Tone and Pace							
	Consistently affected an appropriate tone and pace.	Mostly affected an appropriate tone and pace.	Did not affect an appropriate tone or page.		X10		
Ask for Additional Questions							
	Asked appropriate, substantial questions.	Asked a perfunctory question of little consequence.	Asked an inappropriate question or had no follow-up questions.		X10		
Appearance/Grooming							
	Business attire, professional look.	Casual business attire.	General attire not appropriate (jeans, t-shirt, shorts).		X10		
Personal Deportment							
	Well-poised.	Acceptably poised.	Not paised.		Х5		
	Gestures were purposeful and effective.	Gestures generally reflected a purpose, though sometimes they appeared rote or unnatural.	Gestures were distracted or fidgety. The student's posture was slumped and disinterested.		Х5		
Participation Points							
	Completely engaged with the customers without being pushy.	Mostly engaged with the customers.	Not engaged with the customers.		X20		
				TOTAL POINTS (1000)	VT S (1000)		
Penalties							
			0 to -50	Clothing Penalty	naity		
			0 to -50	Résumé penalty	valty		
			-10	Tardiness Penalty	enalty		
				FINA	FINAL SCORE		