

## **Customer Service**



Date	Friday Feb 23, 2024	Orientation	8:00 a.m.
		Time	(CLOSED to instructors)
Location	Mahoning County Career	Contest Time	Immediately Following
	& Tech Center 7300 N. Palmyra Rd		Orientation (CLOSED contest)
	Canfield, Ohio 44406		(CLOSED contest)
Scope of			ns that demonstrate the ability to
Contest	•		the list of competencies below.
			rio(s) and the same amount of 20 minutes. A scenario will likely
		•	neously (e.g., one customer may
			the contestant while another
	customer is walking through	the door for fac	e-to-face interaction).
	Please see judging rubric at t	the end of the d	ocument (2 pages).
Testing	No	•	
Eligibility	1 contestant for every 500 pa	id members	
Clothing	Official Dress: Official SkillsUS	SA red blazer, w	nite shirt, black pants or skirt, and
			vith pants and nylons must be
	worn with a skirt (either skin-	-	
Provided by			ysically produced as a hard copy.
Contestant	Emergency Medical Form (Co     Dansil and bally sint as a	ontestants must	have this to compete)
	<ul><li>Pencil and ballpoint pen</li><li>Paper (legal pad or spiral not</li></ul>	ohook)	
	Calculator (nonprogrammable)		
Contest	Contest Skilled Performance		ed ODE Career Field Technical
Standards	Standards	_	ent Standard Outcomes
	CUS 1.0 - Demonstrate ability	to Outc	ome 1.1 Employability Skills
	communicate effectively.	Outc	ome 1.2 Leadership and
	CUS 2.0 — Exhibit professiona	_	nunications
	demeanor and business etiqu	ette	ome 1.10 Sales and Marketing
	in customer service scenarios		Sinc 1:10 Suics and Warketing
	CUS 3.0 - Solve problems		
	common in customer service		
	work.		
	CUS 4.0 - Act out proper telep		
	operating techniques in roler	olay	
	scenarios		

*		Customer Service				Contestant Number	† <u>Number</u>
SkillsUSA	∄ egbul						
Category Evaluated	Strong evidence 5-4	Acceptable evidence 3-2	Low evidence 1-0	Points Earned (5-0)	Weight	TOTAL	COMMENTS
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 customers 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 listering.	Did not listen effectively.		X10		
Control of Conversation							

Sincere

Relationablp

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 customer(s).

X10

Had a positive relationship with the

Had a somewhat positive relationship with the customer(s).

Had little to no positive relationship with the customer(s).

X10

Maintained complete composure even with multiple customers.

Mostly maintained composure even with multiple customers.

Had difficulty maintaining composure with multiple customers.

X10

Effectively used correct, job-related vocabulary.

Had moderate use of correct, jobrelated vocabulary.

Had limited use of correct, jobrelated vocabulary.

X10

Exhibited excellent manners and was polite throughout.

Exhibits good manners and was polite most of the time.

Sporadically exhibited good manners and politeness.

X10

Maintained control of the conversation.

Somewhat maintained control of the conversation.

Had little to no control of the conversation.

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Composure

Word Choice

Good Manners/Politeness

Strong evidence 5-4  Correlationally affected an appropriate brane and pace.  Asked appropriate, substantial and process affect a perfunctory question of Questions.  Asked appropriate, professional look.  Casual business affected an expropriate three generally reflected as defected an expropriate three proposed.  Centures were purposeful and Gestures generally reflected a defective.  Correlately engaged with the customers.  Acceptably engaged with the customers.  Not engaged with the custom		,	FINAL SCORE	FII				
Acceptable evidence 3-2  Low evidence 1-0  Earned  Weight  [5-0]  Asked a perfunctory question of little consequence.  Casual business attire.  Casual business attire not appropriate (casual stire not appropriate (casual stire not appropriate (casual business attire not appropriate (casual busin			Penalty		-10			
Acceptable evidence 3-2  Low evidence 1-0  Earned  Mostly affected an appropriate tone and pace.  Asked a perfunctory question of little consequence.  Casual business affire.  X10  X5  Acceptably poised.  Not engaged with the customers.  Not engaged with the customers.  Not engaged with the customers.  TOTAL POINT \$ (1000)			enalty	Résumé p	0.5-0:0			
Acceptable evidence 3-2  Low evidence 1-0  Earned (5-0)  Mostly affected an appropriate tone and page and page.  Asked a perfunctory question of little consequence.  Casual business attire.  Casual business attire.  General attire not appropriate or page.  Acceptably poised.  Acceptably poised.  Gestures generally reflected a purpose, though sometimes they appeared rote or urnatural.  Mostly engaged with the customers.  Not engaged with the customers.			enalty	Clothing F	0 to -50			
Acceptable evidence 3-2  Low evidence 1-0  [5-0]  Mostly affected an appropriate tone and pace.  Asked a perfunctory question of little consequence.  Casual business affire.  X10  X20  Notative engaged with the customers.  Not engaged with the customers.  Not engaged with the customers.  Not engaged with the customers.								Penalties
Acceptable evidence 3-2  Low evidence 1-0  Earned  (5-0)  Mostly affected an appropriate tone and pace.  Asked a perfunctory question of little consequence.  Casual business affire.  X10  X20  X35  Acceptably poised.  Casual business affire.  X10  X20  X35  X40  X55  X65  X65  X70  X70  X70  X70  X70  X70  X70  X7			XINTS (1000)	TOTAL PO				
Acceptable evidence 3-2  Low evidence 1-0  Earned  Weight  Fourist  Weight  Acceptable an appropriate tone or parce.  Did not affect an appropriate tone or parce.  Asked a perfunctory question of little consequence.  Casual business affire.  Casual business affire.  General affire not appropriate  General affire not appropriate  Gestures generally reflected a purpose, though sometimes they appeared note or urnatural.  Not poised.  Casual business affire.  Casual business affire.  Gestures were distracted or fidgerly. The student's posture was slumped and disinterested.  X5			X20		Not engaged with the oustomers.	Mostly engaged with the customers.	Completely engaged with the customers without being pushy.	
Acceptable evidence 3-2  Low evidence 1-0  Earned  Mostly affected an appropriate tone and pace.  Did not affect an appropriate tone or pace.  Asked a perfunctory question of little consequence.  Acked an inappropriate question or pace.  Casual business attire.  X10  X20  X55  Casual business attire.  X40  X55  Casual business attire.  X55  Casual business attire.  X65  Casual business attire.  X70  X85  X85								Participation Points
Acceptable evidence 3-2  Low evidence 1-0  Earmed (5-0)  Weight (5-0)  Asked a perfunctory question of little consequence.  Casual business attire.  Casual business attire.  General attire not appropriate General attire not appropriate General attire not appropriate X10  Acceptably poised.  Not poised.			X5		Gestures were distracted or fidgety. The student's posture was slumped and disinterested.	Gestures generally reflected a purpose, though sometimes they appeared rote or unnatural.	Gestures were purposeful and effective.	
Acceptable evidence 3-2  Low evidence 1-0  Earned (5-0)  Weight  Anothy affected an appropriate tone and pace.  Did not affect an appropriate tone or pace.  Asked a perfunctory question of little consequence.  Asked an inappropriate question or had no follow-up questions.  Casual business attire.  General attire not appropriate  General attire not appropriate  (casual business attire.  Acceptable evidence 3-2  Low evidence 1-0  Earned (5-0)  X10			X5		Not paised.	Acceptably poised.	Well-poised.	
Acceptable evidence 3-2  Low evidence 1-0  Earned  (5-0)  Mostly affected an appropriate tone and pace.  Did not affect an appropriate tone or pace.  Asked a perfunctory question of little consequence.  Asked an inappropriate question or had no follow-up questions.  Casual business attire.  Casual business attire.  General attire not appropriate  (jears, beshirt, shorts).								Personal Deportment
g evidence 5-4  Acceptable evidence 3-2  Low evidence 1-0  Format  Earned  (5-0)  Weight  Earned  (5-0)  Mostly affected an appropriate tone and pace.  Did not affect an appropriate tone or pace.  X10  Interpretation of little consequence.  Asked a perfunctory question of or had no follow-up questions.  X10			X10		General attire not appropriate (jeans, t-shirt, shorts).	Casual business affire.	Business attire, professional look.	
g evidence 5-4  Acceptable evidence 3-2  Low evidence 1-0  Earned  Format  Weight  Earned  (5-0)  Recited an appropriate and pace.  Did not affect an appropriate tone or pace.  X10  Recited an appropriate tone and pace.  X10  Recited an appropriate tone or pace.  X10  X10								Appearance/Grooming
g evidence 5-4  Acceptable evidence 3-2  Low evidence 1-0  Farmed (5-0)  Weight Earned (5-0)  Secretary an appropriate and pace.  Did not affect an appropriate tone or pace.			X10		Asked an inappropriate question or had no follow-up questions.	Asked a perfunctory question of little consequence.	Asked appropriate, substantial questions.	
g evidence 5-4  Acceptable evidence 3-2  Low evidence 1-0  Earned (5-0)  Weight  (5-0)  Forms  Weight  Earned (5-0)  Acceptable evidence 3-2  Did not affect an appropriate tone and pace.								Ask for Additional Questions
Acceptable evidence 3-2  Low evidence 1-0  Earned (5-0)  Weight			X10		Did not affect an appropriate tone or pace.	Mostly affected an appropriate tone and pace.	Consistently affected an appropriate tone and pace.	
Acceptable evidence 3-2 Low evidence 1-0 Farmed Weight  (5-0)								Tone and Pace
	COMMENTS	TOTAL SCORE	Weight	Points Earned (5-0)	Low evidence 1-0	Acceptable evidence 3-2	Strong evidence 5-4	Category Evaluated