

Customer Service



Date	March 1,2024	Orientation	8:00 a.m.
		Time	(CLOSED to instructors)
Location	Delaware Area Career Center	Contest	Immediately Following Orientation
	4565 Columbus Pike	Time	(CLOSED contest)
	Delaware, OH 43015		
Scope of	The contest involves live role-play	-	•
Contest	perform customer service skills se		•
	Each contestant will be given the s time. Total time will be approxima		
	involve multiple situations occurri	•	•
	be engaged in a telephone convers	•	, ,
	customer is walking through the d		
	-		
Tastina	Please see judging rubric at the e	nd of the docur	nent (2 pages).
Testing	No		
Eligibility	1 contestant for every 500 paid me	mbers	
Clothing	Official Dress: Official SkillsUSA red blazer, white shirt, black pants or skirt, and		
	black dress shoes. Black socks must	t be worn with	pants and nylons must be
	worn with a skirt (either skin-tone	or black). Male	s must wear a black tie.
Provided by	 Professional Resume – must be type 	oed and physic	ally produced as a hard copy.
Contestant	 Emergency Medical Form (Contest 	ants must have	e this to compete)
	 Pencil and ballpoint pen 		
	Paper (legal pad or spiral notebook) Calculator (nanagaranaphla)		
	Calculator (nonprogrammable)		
Contest	Contest Skilled Performance	Aligned C	DDE Career Field Technical
Standards	Standards	Content S	Standard Outcomes
	CUS 1.0 - Demonstrate ability to Outcome 1.1 Employability Skills		
	communicate effectively. Outcome 1.2 Leadership and		
	CUS 2.0 — Exhibit professional demeanor and business etiquette in customer service scenarios Custome 1.12 Ecadersing and Communications Outcome 1.10 Sales and Marketing		
	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	† <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. Controlled party. Activity engaged with the customers. Not engage		,	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 string not appropriate (casual string not appropriate (casual business attire not appropriate (casual string not appropriate (casual business attire not appropriate (casual business att			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 X40 X55 X65 X65 X70 X70 X70 X70 X70 X70 X70 X7			XINTS (1000)	TOTAL PO				
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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) Rected an appropriate tone and pace. Did not affect an appropriate tone or 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