

Customer Service



Date	February 16, 2024	Orientation	10:45 AM
	Snow Date – February	Time	(CLOSED to instructors)
	20, 2024		
Location	Vantage Career Center	Contest Time	Immediately Following
	818 N. Franklin Street		Orientation (CLOSED and Last)
-	Van Wert, OH 45891		(CLOSED contest)
Scope of			s that demonstrate the ability to the list of competencies below.
Contest	· ·		io(s) and the same amount of
	_		O minutes. A scenario will likely
	involve multiple situations oc	curring simultane	eously (e.g., one customer may
	be engaged in a telephone co		
	customer is walking through	the door for face-	-to-face interaction).
	Places sas judaina rubris et t	the and of the do	sument (2 nages)
Testing	Please see judging rubric at t	ne ena oj trie ao	tument (2 pages).
		المالية المالية المالية المالية المالية	
Eligibility	1 contestant for every 500 pai	d members	
Clothing	Official Dress: Official SkillsUS	A red blazer, whi	te shirt, black pants or skirt, and
	black dress shoes. Black socks		'
	worn with a skirt (either skin-t	tone or black). Ma	ales must wear a black tie.
Provided by			sically produced as a hard copy.
Contestant	Emergency Medical Form (Co	ntestants must h	ave this to compete)
	Pencil and ballpoint pen		
	Paper (legal pad or spiral note)	•	
	Calculator (nonprogrammable)		
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
		Commi	unications
	CUS 2.0 — Exhibit professional demeanor and business etiqu	i Outto	me 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

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 transposed with the customers. Controlled ye engaged with the customers. Mostly engaged with the customers. Not eng		,	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				
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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) Forms Weight Earned (5-0) Acceptable evidence 3-2 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