



# Customer Service



<b>Date</b>	February 16, 2024 Snow Date – February 20, 2024	<b>Orientation Time</b>	10:45 AM (CLOSED to instructors)
<b>Location</b>	Vantage Career Center 818 N. Franklin Street Van Wert, OH 45891	<b>Contest Time</b>	Immediately Following Orientation (CLOSED contest)
<b>Scope of Contest</b>	<p>The contest involves live role-playing situations that demonstrate the ability to perform customer service skills selected from the list of competencies below. Each contestant will be given the same scenario(s) and the same amount of time. Total time will be approximately 15 to 20 minutes. A scenario will likely involve multiple situations occurring simultaneously (e.g., one customer may be engaged in a telephone conversation with the contestant while another customer is walking through the door for face-to-face interaction).</p> <p><b><i>Please see judging rubric at the end of the document (2 pages).</i></b></p>		
<b>Testing</b>	No		
<b>Eligibility</b>	1 contestant for every 500 paid members		
<b>Clothing</b>	Official Dress: Official SkillsUSA red blazer, white shirt, black pants or skirt, and black dress shoes. Black socks must be worn with pants and nylons must be worn with a skirt (either skin-tone or black). Males must wear a black tie.		
<b>Provided by Contestant</b>	<ul style="list-style-type: none"> <li>• Professional Resume – must be typed and physically produced as a hard copy.</li> <li>• Emergency Medical Form (Contestants must have this to compete)</li> <li>• Pencil and ballpoint pen</li> <li>• Paper (legal pad or spiral notebook)</li> <li>• Calculator (nonprogrammable)</li> </ul>		
<b>Contest Standards</b>	<p><b>Contest Skilled Performance Standards</b></p> <p><b>CUS 1.0 - Demonstrate ability to communicate effectively.</b></p> <p><b>CUS 2.0 — Exhibit professional demeanor and business etiquette in customer service scenarios</b></p> <p><b>CUS 3.0 - Solve problems common in customer service</b></p>	<p><b>Aligned ODEW Career Field Technical Content Standard Outcomes</b></p> <p><b>Outcome 1.1</b> Employability Skills</p> <p><b>Outcome 1.2</b> Leadership and Communications</p> <p><b>Outcome 1.10</b> Sales and Marketing</p>	

	<p>work.</p> <p><b>CUS 4.0 - Act out proper telephone operating techniques in roleplay scenarios</b></p>	
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Customer Service

Contestant Number \_\_\_\_\_

Judge # \_\_\_\_\_

Category Evaluated	Strong evidence 5-4	Acceptable evidence 3-2	Low evidence 1-0	Points Earned (5-0)	Weight	TOTAL SCORE	COMMENTS
<b>Greeting and Introduction</b>							
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 customer's needs.		X10		
Handshake, greeting, introduction.	Offered one or two of the three components.	Greeting and introductions were limited or not seen in the interview.			X10		
<b>Take Responsibility</b>							
Share the Product Value	Empathically volunteered their assistance to the customer.	Volunteered to be of assistance.	Failed to volunteer to be of assistance.		X20		
Concern	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		
Listen	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		
Control of Conversation	Listened effectively.	Mostly effective at listening.	Did not listen effectively.		X10		
Good Manner/Politeness	Maintained control of the conversation.	Somewhat maintained control of the conversation.	Had little to no control of the conversation.		X20		
Word Choice	Exhibited excellent manners and was polite throughout.	Exhibits good manners and was polite most of the time.	Sporadically exhibited good manners and politeness.		X10		
Composure	Effectively used correct, job-related vocabulary.	Had moderate use of correct, job-related vocabulary.	Had limited use of correct, job-related vocabulary.		X10		
Sincere	Maintained complete composure even with multiple customers.	Mostly maintained composure even with multiple customers.	Had difficulty maintaining composure with multiple customers.		X10		
Relationship	Was sincere in their interactions with the customer(s).	Was mostly sincere in their interactions with the customer(s).	Was not sincere in their interactions with the customer(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		

Category Evaluated	Strong evidence 5-4	Acceptable evidence 3-2	Low evidence 1-0	Points Earned (5-0)	Weight	TOTAL SCORE	COMMENT \$
<b>Tone and Pace</b>							
	Consistently affected an appropriate tone and pace.	Mostly affected an appropriate tone and pace.	Did not affect an appropriate tone or pace.		X10		
<b>Ask for Additional Questions</b>							
	Asked appropriate, substantial questions.	Asked a perfunctory question of little consequence.	Asked an inappropriate question or had no follow-up questions.		X10		
<b>Appearance/Grooming</b>							
	Business attire, professional look.	Casual business attire.	General attire not appropriate (jeans, t-shirt, shorts).		X10		
<b>Personal Department</b>							
	Well-poised.	Acceptably poised.	Not poised.		X5		
	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.		X5		
<b>Participation Points</b>							
	Completely engaged with the customers without being pushy.	Mostly engaged with the customers.	Not engaged with the customers.		X20		
<b>Penalties</b>							
				<b>TOTAL POINT \$ (1000)</b>			
				0 to -50	0 to -50		
						Clothing Penalty	
				0 to -50	0 to -50	Resume penalty	
						Tardiness Penalty	
				-10			
						<b>FINAL SCORE</b>	