



Customer Service

Purpose: To evaluate each competitor's preparation for employment and to recognize outstanding students for excellence and professionalism in the field of customer service.

On-Site/Off-Site	<ul style="list-style-type: none">▪ On-Site
Contest Date	<ul style="list-style-type: none">▪ 4/9/2024
Contest Location	<ul style="list-style-type: none">▪ Convention Center▪ B244
Early/Normal Start Time	<ul style="list-style-type: none">▪ Normal Start Time▪ Registration will open at 8:00am. Please report to B-Hall Show Office for Registration. Competition will begin at 10:00am.
Contest Open/Closed	<ul style="list-style-type: none">▪ Closed
Eligibility	<ul style="list-style-type: none">▪ This contest has a Regional Qualifier Contest. The top three (3) candidates from the Regional Qualifiers will proceed to the State Championship Contest.
Competition Clothing (To be worn on Day 1)	<p>SkillsUSA Official Attire:</p> <ul style="list-style-type: none">▪ Official SkillsUSA red blazer▪ Button-up, collared, white dress shirt (accompanied by a plain, solid black tie or SkillsUSA black tie), or white shirt (collarless or small-collared), with any collar not to extend into the lapel area of the blazer▪ Black dress slacks or black dress skirt (knee-length at minimum)▪ Black closed-toe dress shoes▪ Note: Wearing socks or hose is no longer required. If worn, socks must be black dress socks, and hose must be either black or skin-tone and seamless/nonpattern

<p>Safety Equipment Required</p>	<ul style="list-style-type: none"> ▪ N/A
<p>Awards Ceremony Attire (To be worn on Day 2)</p>	<p>SkillsUSA Official Attire:</p> <ul style="list-style-type: none"> ▪ Official SkillsUSA red blazer ▪ Button-up, collared, white dress shirt (accompanied by a plain, solid black tie or SkillsUSA black tie), or white shirt (collarless or small-collared), with any collar not to extend into the lapel area of the blazer ▪ Black dress slacks or black dress skirt (knee-length at minimum) ▪ Black closed-toe dress shoes ▪ Note: Wearing socks or hose is no longer required. If worn, socks must be black dress socks, and hose must be either black or skin-tone and seamless/nonpattern <p>Or,</p> <p>Business Dress:</p> <ul style="list-style-type: none"> ▪ Blazer, sports coat, or dress ▪ Button-up, collared, white dress shirt (accompanied by a plain, solid black tie or SkillsUSA black tie), or white shirt (collarless or small-collared), with any collar not to extend into the lapel area of the blazer ▪ Dress slacks or dress skirt (knee-length at minimum) ▪ Closed-toe dress shoes ▪ Note: Wearing socks or hose is no longer required. If worn, socks must be black dress socks, and hose must be either black or skin-tone and seamless/nonpattern
<p>Testing</p>	<ul style="list-style-type: none"> ▪ Students should be prepared to take a written knowledge test.
<p>Provided by Contestant (Tool List)</p>	<ul style="list-style-type: none"> ▪ One hard copy of a 1-page typed personal resume ▪ Pencil ▪ Ball point pen ▪ Paper ▪ Calculator (non-programmable)
<p>Contest Notes, Themes, & Deadlines</p>	<ul style="list-style-type: none"> ▪ N/A

<p style="text-align: center;">Special Notes</p>	<ul style="list-style-type: none"> ▪ Starting in 2024, all State Contests will begin to add a scenario-based component. ▪ Contact with Contest Coordinators is prohibited. Contact with Contest Coordinators outside of the SkillsUSA Ohio office may result in contestant disqualification. ▪ All safety requirements will be heavily enforced. Violation may result in contestant disqualification. ▪ No smart watches and/or phones are permitted during the contest and/or in contest. ▪ No contact with anyone outside of the contest area once the contest begins. ▪ No inappropriate communication between contestants such as verbally degrading another contest. ▪ No cheating on any portion of the contest such as informing another contestant of the skills/test prior to competing. ▪ Starting in 2024, Wi-Fi is provided for contests where it is required for contest success.
<p style="text-align: center;">National Technical Standards</p>	<ul style="list-style-type: none"> ▪ Please refer to the 2023-2024 National Technical Standards for all contests. Any and all standards included may be tested in any competition. ▪ In conjunction with National Standards, violations may result in student loss of contest.
<p style="text-align: center;">Resume/Interview Requirement</p>	<ul style="list-style-type: none"> ▪ All SkillsUSA Ohio State Championship Contests will require a short interview component. Students should be prepared with basic job interview skills. ▪ All contestants must have a hard copy of a one (1) page personal resume.