

Customer Service



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

<p>Contest Location</p>	<ul style="list-style-type: none"> ▪ B244 <p>** Contest in A, B, C or D Hall will not be able to leave for lunch, please select "Contestant Plus" when registering or having contestant prepared to purchase lunch with credit card at vendors in the Exhibit Hall.</p>
<p>Special Notes</p>	<ul style="list-style-type: none"> ▪ Exhibit Halls do not open to observers until 12:00 pm. ▪ No smart watches and/or phones are permitted during the contest. ▪ No contact with anyone outside of the contest area once the contest begins ▪ No inappropriate communication between contestants such as verbally degrading another contestant ▪ No cheating on any portion of the contest such as informing another contestant of the skills/test prior to competing.
<p>Testing</p>	<ul style="list-style-type: none"> ▪ There will be a written test.
<p>Eligibility</p>	<ul style="list-style-type: none"> ▪ Please refer to the National Technical Standards for this contest. <ul style="list-style-type: none"> ○ Schools may send one competitor or team for every 50 paid SkillsUSA members based on local competition enrolled in a program where the scope of the contest described in the SkillsUSA Technical Content Standards reflects a major component of the program. ○ Leadership and Occupationally Related Contest Specifications - The following competitions are open to all members of SkillsUSA Schools may send one competitor or team for every 500 SkillsUSA members based on local competition.
<p>Clothing</p>	<ul style="list-style-type: none"> ▪ <u>Official SkillsUSA Dress</u> – <ul style="list-style-type: none"> • Red SkillsUSA blazer, windbreaker, or sweater, or black or red SkillsUSA Jacket • Button-up, (collarless or small-collared) or white turtleneck, with any collar not to extend into the lapel area or the blazer, sweater, windbreaker, or jacket.

	<ul style="list-style-type: none"> • Black dress slacks (accompanied by black dress socks or black or skin-tone hose) or black dress skirt (knee-length, accompanied by black or skin-tone seamless hose). • Black dress shoes.
Provided by Contestant (Tool List)	<ul style="list-style-type: none"> ▪ One hard copy of a 1-page typed personal resume ▪ Pencil ▪ Ball point pen ▪ Paper ▪ Calculator (non-programmable)
Competition Standards (Not all will be tested but contestant should be knowledgeable of all)	<ul style="list-style-type: none"> ▪ CUS 1.0 – Demonstrate ability to communicate effectively ▪ CUS 2.0 – Exhibit professional demeanor and business etiquette 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 ▪ CUS 5.0 – SkillsUSA Framework
Resume	<ul style="list-style-type: none"> ▪ In conjunction with National Standards, violations may result in student loss of contest. ▪ All SkillsUSA Ohio State Championship Contest will require a short interview component. Students should be prepared with basic job interview skills.