

Contest Date(s):

Online Testing Date ONLY – April 5, 2021 at 10:00am (30min test)

Contest Date via Zoom – April 6-8, 2021

(Orientation will begin at 9:00am)

Contest Type: VIRTUAL

(All contest types are listed on the website. YOU NEED TO BE FAMILIAR WITH BOTH THIS DOCUMENT AND THAT DOCUMENT.)

Classmarker Online Testing Link – For April 5, 2021:

<https://www.classmarker.com/online-test/start/?quiz=xyv603fa70208edd>

Submission Link(s) - For the day of the contest:

Dropbox: <https://www.dropbox.com/request/A2NmMXFi6rLQsFDCSO8a>

or

Google Drive: <https://forms.gle/eBGo8gnTGAmwir318>



Customer Service

Zoom Contest Link(s):

April 6, 2021

<https://ohioskillsusa->

[org.zoom.us/j/92036035665?pwd=R3NyWk5zbTFuNjlrZEE2ZHVxTGIDUT09](https://ohioskillsusa-org.zoom.us/j/92036035665?pwd=R3NyWk5zbTFuNjlrZEE2ZHVxTGIDUT09)

Meeting ID: 920 3603 5665

Passcode: 462968

April 7, 2021

<https://ohioskillsusa->

[org.zoom.us/j/95932441754?pwd=enhFbWI3anBIYVRmczQvNzBQYTV1Zz09](https://ohioskillsusa-org.zoom.us/j/95932441754?pwd=enhFbWI3anBIYVRmczQvNzBQYTV1Zz09)

Meeting ID: 959 3244 1754

Passcode: 435904

April 8, 2021

<https://ohioskillsusa->

[org.zoom.us/j/94097707516?pwd=NmFIUUs1ZVdPWTYyMjl4aVFNY2kwdz09](https://ohioskillsusa-org.zoom.us/j/94097707516?pwd=NmFIUUs1ZVdPWTYyMjl4aVFNY2kwdz09)

Meeting ID: 940 9770 7516

Passcode: 583570

PURPOSE

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

ELIGIBILITY

Refer to SkillsUSA Ohio Championships Guidelines Book

ORIENTATION

Orientation is at 9:00am

CLOTHING REQUIREMENTS

Official SkillsUSA dress or business-like attire

Men	Official red blazer or jacket, black dress slacks, white dress shirt, plain black tie with no pattern or SkillsUSA black tie, black socks and black shoes.
Women	Official red blazer or jacket; black dress skirt (knee length) or slacks with businesslike white, collarless blouse or white blouse with small, plain collar that may not extend onto the lapels of the blazer; black sheer or skin-tone hose and black shoes.

Note: Contestants must wear their official contest clothing to the contest orientation meeting. Teams will be judged in official attire at the contestant briefing.

OBSERVER RULE

The contest area is closed to observers, including advisors.

TOOLS PROVIDED BY CONTESTANTS

- One copy of a 1-page typed personal résumé
- Pencil
- Ball point pen
- Paper
- Calculator (non-programmable)

SPECIAL INFORMATION:

- No smart watches or phones are permitted during the contest.

SCOPE OF THE CONTEST

The contest will be judged based on the criteria established in the current year's National Technical Standards, which are updated annually. National Technical Standards are accessed through your Professional SkillsUSA Membership benefits by logging on to your SkillsUSA account at <https://www.skillsusa-register.org/Login.aspx>.

Knowledge of Performance

The contest may involve a written knowledge test. Knowledge of the competencies outlined below will be assessed during the written knowledge test. Written assessments may also be given during the skill performance portion of the contest.

Skills Performance

The contest involves live, role-playing situations that demonstrate the ability to perform customer service skills selected from the following list of competencies as determined by the SkillsUSA Championships technical committee.

Contest Guidelines

1. Each contestant will be given the same scenario(s) and the same amount of time. Total time will be 15 to 20 minutes.
2. Contestants will be required to attend an orientation meeting where a written test will be given. At this meeting, contestants will draw for reporting times.
3. Contestants must report to the contest area 30 minutes prior to their scheduled reporting time to check in with contest officials and receive final instructions.



Customer Service

4. Contestants should expect to use all aspects of the skills listed in Standards and Competencies. 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).
5. Judges will serve in the role of the customer(s).