



Customer Service



Date	Friday, March 13, 2026	Orientation Time	8:00 a.m. (CLOSED to instructors)
Location	C-TEC of Licking County 150 Price Road Newark, OH 43055	Contest Time	Immediately Following Orientation (CLOSED contest)
Scope of Contest	The contest involves live role-playing situations that demonstrate the ability to perform customer service skills in real world scenarios. Each contestant will be given the same scenario(s) and the same amount of time. Total time will be approximately 10 to 15 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).		
<i>Please see judging rubric at the end of the document (2 pages).</i>			
Testing	No		
Eligibility	1 contestant for every 500 paid members		
Clothing	Clothing Classification Guide - CLASS A		
Provided by Contestant	<ul style="list-style-type: none">• Professional Resume – must be typed and physically produced as a hard copy.• Emergency Medical Form (Contestants must have this to compete)• Pencil and ballpoint pen• Paper (legal pad or spiral notebook)• Calculator (nonprogrammable)		
Contest Standards	Contest Skilled Performance Standards 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	Aligned ODE Career Field Technical Content Standard Outcomes Outcome 1.1 Employability Skills Outcome 1.2 Leadership and Communications Outcome 1.10 Sales and Marketing	

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
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.
Respect/ 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.
Take Responsibility			
	Energetically volunteered their assistance to the customer.	Volunteered to be of assistance.	Failed to volunteer to be of assistance.
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.
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.
Listen			
	Listened effectively.	Mostly effective at listening.	Did not listen effectively.
Control of Conversation			
	Maintained control of the conversation.	Somewhat maintained control of the conversation.	Had little to no control of the conversation.
Good Manners/Politeness			
	Exhibited excellent manners and was polite throughout.	Exhibit good manners and was polite most of the time.	Sporadically exhibited good manners and politeness.
Word Choice			
	Effectively used correct, job-related vocabulary.	Had moderate use of correct, job-related vocabulary.	Had limited use of correct, job-related vocabulary.
Composure			
	Maintained complete composure even with multiple customers.	Mostly maintained composure even with multiple customers.	Had difficulty maintaining composure with multiple customers.
Sincere			
	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).
Relationship			
	Had a 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	Comments
Tone and Pace							
	Consistently affected an appropriate tone and pace.	Mostly affected an appropriate tone and pace.	Did not affect an appropriate tone or pace.	X10			
Ask for Additional Questions							
	Asked appropriate, substantial questions.	Asked a perfunctory question of little consequence.	Asked an inappropriate question or had no follow-up questions.	X10			
Appearance/Grooming							
	Business attire, professional look.	Casual business attire.	General attire not appropriate (jeans, t-shirt, shorts).	X10			
Personal Grooming							
	Well-polished. Gestures were purposeful and effective.	Acceptably poised. Gestures generally reflected a purpose, though sometimes they appeared rote or unnatural.	Not poised. Gestures were distractible or fidgety. The student's posture was slumped and disinterested.	X5	X5		
Participation Points							
	Completely engaged with the customers without being pushy.	Mostly engaged with the customers.	Not engaged with the customers.	X20			
Penalties							
			TOTAL POINTS (1000)				
	0 to -50	Clothing Penalty					
	0 to -50	Résumé penalty					
	-10	Tardiness Penalty					
		FINAL SCORE					