



# Customer Service



<b>Date</b>	February 27, 2026	<b>Orientation Time</b>	08:30 A.M
<b>Location</b>	Cuyahoga Valley CC 8001 Brecksville Rd. Brecksville, OH 44141	<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 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).</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>	Clothing Classification Guide - CLASS A		
<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><li>• <u>The following WILL NOT be tolerated and are grounds for disqualification from the competition:</u><ul style="list-style-type: none"><li>• No smart watches, cellphones and/or other electronic devices in the contest area unless specifically stated in this document. These devices cannot be used as a calculator.</li><li>• No contact with anyone outside of the contest area once the contest begins.</li><li>• No inappropriate communication between contestants such as verbally degrading another contestant or informing another contestant of the skills/test prior to or during the competition.</li><li>• No cheating on any portion of the contest.</li><li>• The use of AI is strictly prohibited and will result in an automatic disqualification of the contestant.</li></ul></li></ul>		
<b>Contest Standards</b>	<b>Contest Skilled Performance Standards</b>  <b>CUS 1.0 - Demonstrate ability to communicate effectively.</b>	<b>Aligned ODE Career Field Technical Content Standard Outcomes</b>  <b>Outcome 1.1</b> Employability Skills  <b>Outcome 1.2</b> Leadership and	

	<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 work.</b></p> <p><b>CUS 4.0 - Act out proper telephone operating techniques in roleplay scenarios</b></p>	<p>Communications</p> <p><b>Outcome 1.10</b> Sales and Marketing</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
Greeting and Introduction							
Handshake, greeting, introduction.	Offered one or two of the three components.	Greeting and introductions were limited or not seen in the interview.	X10				
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				
Take Responsibility							
Empathically volunteered their assistance to the customer.	Volunteered to be of assistance.	Failed to volunteer to be of assistance.	X20				
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.	X10				
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	X10				
Listen							
Listened effectively.	Mostly effective at listening.	Did not listen effectively.	X10				
Control of Conversation							
Maintained control of the conversation.	Somewhat maintained control of the conversation.	Had little to no control of the conversation.	X20				
Good Manner/Politeness							
Exhibited excellent manners and was polite throughout.	Exhibits good manners and was polite most of the time.	Sporadically exhibited good manners and politeness.	X10				
Word Choice							
Effectively used correct, job-related vocabulary.	Had moderate use of correct, job-related vocabulary.	Had limited use of correct, job-related vocabulary.	X10				
Composure							
Maintained complete composure even with multiple customers.	Mostly maintained composure even with multiple customers.	Had difficulty maintaining composure with multiple customers.	X10				
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).	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 Deportment</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>							
				TOTAL POINT \$ (1000)			
				0 to -50	Clothing Penalty		
				0 to -50	Resume penalty		
				-10	Tardiness Penalty		
				FINAL SCORE			