



Customer Service



Date	February 14, 2025 Snow Date – February 18, 2025	Orientation Time	10:45 a.m. (CLOSED to instructors)
Location	Vantage Career Center 818 N. Franklin Street Van Wert, OH 45891	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 selected from the list of competencies below. Each contestant will be given the same scenario(s) and the same amount of time. Total time will be approximately 15 to 20 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).		
Written 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' - typed hardcopy • Emergency Medical Form (Contestants must have this to compete) • Pencil and ballpoint pen • Paper (legal pad or spiral notebook) • Calculator (nonprogrammable) 		
Contest Standards	<p>Contest Skilled Performance Standards</p> <p>CUS 1.0 - Demonstrate ability to communicate effectively.</p> <p>CUS 2.0 — Exhibit professional demeanor and business etiquette in customer service scenarios</p> <p>CUS 3.0 - Solve problems common in customer service work.</p> <p>CUS 4.0 - Act out proper telephone operating techniques in roleplay scenarios</p>	<p>Aligned ODEW Career Field Technical Content Standard Outcomes</p> <p>Outcome 1.1 Employability Skills</p> <p>Outcome 1.2 Leadership and Communications</p> <p>Outcome 1.10 Sales and Marketing</p>	