Customer Service

Date	February 20, 2026	**Orientation Time**	8:30 a.m. (CLOSED to instructors)
Location	Miami Valley CTC 6800 Hoke Rd. Clayton, OH 45315	**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). ***Please see judging rubric at the end of the document (2 pages).***		
Testing	No		
Eligibility	1 contestant for every 500 paid members		
Clothing	Clothing Classification Guide - CLASS A		

Provided by Contestant	• 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)
	• Basic hand-held calculator without fraction keys (no graphing, programmable, or scientific calculators will be permitted).
	• <u>The following WILL NOT be tolerated and are grounds for disqualification from the competition</u>:
	  ○ 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.
	  ○ No contact with anyone outside of the contest area once the contest begins.
	  ○ 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.
	  ○ No cheating on any portion of the contest.
	  ○ The use of AI is strictly prohibited and will result in an automatic disqualification of the contestant.		

Contest Standards	**Contest Skilled Performance Standards** **CUS 1.0 -** Demonstrate ability to	**Aligned ODE Career Field Technical Content Standard Outcomes**	

	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	**Outcome 1.1** Employability Skills **Outcome 1.2** Leadership and Communications **Outcome 1.10** Sales and Marketing

SkillsUSA Ohio	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.		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 customers needs.		X10		
Take Responsibility							
	Energetically 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 Manners/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	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 Deportment							
	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		
Participation Points							
	Completely engaged with the customers without being pushy.	Mostly engaged with the customers.	Not engaged with the customers.		X20		
					TOTAL POINTS (1000)		
Penalties							
				0 to -50	Clothing Penalty		
				0 to -50	Résumé penalty		
				-10	Tardiness Penalty		
					FINAL SCORE		