




SkillsUSA® Contest Scope

Contest:	Customer Service
Contest Chair: Email:	Robert Bastian and Philip Lechner Rbastian@rmctc.org
Contest Location: 	Reading Muhlenberg CTC 2615 Warren Rd. Reading, PA 19604 Phone: 610-921-7300
Purpose:	To evaluate each competitor's preparation for employment and to recognize outstanding students for excellence and professionalism with relation to the entry level skills within the field of Customer Service.
Clothing:	<p>Please follow the SkillsUSA National Technical Standards Clothing Guidelines. <i>District 4 competitors may wear business attire.</i></p> <p>Class A: SkillsUSA Official Attire</p> <p>Official SkillsUSA red blazer or official SkillsUSA red jacket</p> <p>Button-up, collared, white dress shirt (accompanied by a plain, solid black tie or SkillsUSA black tie), white shirt (collarless or small-collared) or white turtleneck, with any collar not to extend into the lapel area of the blazer, sweater, windbreaker or jacket. This is the black dress slacks or black skirt (knee length min.) and black dress shoes.</p>

EQUIPMENT AND MATERIALS:

Provided by the Host School:	<ul style="list-style-type: none"> • Simulated workspace with customer reception area which can include table, chair, computer, and/or telephone. • Flip chart and markers • Telephone log, telephone directory
Provided by the Contestant:	<ul style="list-style-type: none"> • Pen, Paper, and a calculator

SCOPE OF CONTEST:

<p>Competitors will be required to test their skills in the following areas:</p>	<p>SCOPE OF CONTEST:</p> <p>Each competitor will be given a written customer service test that will be completed before they have completed this competition. Each contestant will have the same scenario(s) and the same amount of time. Competitors will draw for order.1.</p> <ol style="list-style-type: none">1.Total time will be 15 to 20 minutes.2. Competitors 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 competitor while another customer is walking through the door for face-to-face interaction). There may be some written requirements within the role play which will be used in this competition.3. Judges will serve in the role of the customer(s). <p><u>The skills below will be evaluated:</u></p> <ol style="list-style-type: none">A. Persuasive Speaking SkillsB. EmpathyC. AdaptabilityD. Ability to Use Positive LanguageE. Clear Communication SkillsF. Self-ControlG. Taking ResponsibilityH. Patience

ADDITIONAL INFORMATION:

<p>Anything else competitors may need to know:</p>	<ul style="list-style-type: none">• <u>Students will not be permitted to use the Internet or printed materials for reference. Cell phones or wearable devices are prohibited anywhere in this competition.</u>
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