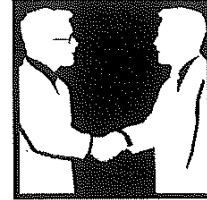


Pennsylvania - District 2  
*Education . . . with a competitive side*

## CUSTOMER SERVICE



### **Clothing Requirements**

For men: Official red blazer, windbreaker-style jacket or sweater; black dress slacks; white dress shirt; plain black tie with no pattern or SkillsUSA black tie from Midwest Trophy; black socks and black shoes.  
For women: Official red blazer or windbreaker-style jacket or sweater; black dress slacks or skirt with businesslike white, collarless blouse or white blouse with small, plain collar that may not extend onto the lapels of the blazer; black sheer or skin-tone hose and black shoes.

**Note:** At the district level, if a student is not able to wear the official SkillsUSA attire, he/she may wear an outfit that would be acceptable in their specific field of study. *Please keep in mind that official SkillsUSA attire will be required at the state and national level.*

### **Eligibility**

Open to all active SkillsUSA members.

### **Equipment and Materials: Supplied by host school:**

1. Workspace with table, chair, computer, telephone and customer reception area
2. Flip chart and markers
3. Telephone log, telephone directory

### **Equipment and Materials: Supplied by Contestant:**

1. All students must have a one-page, typewritten résumé
2. Pencil and ballpoint pen
3. Paper (legal pad or spiral notebook)
4. Calculator (nonprogrammable)- no cell phones permitted

### **Scope of the Contest – (Defined by the National Competition Regulations)**

*(District Competitions are meant to be a scaled down version of National Competition. It is important for the students to participate in a competition that will reflect a cross-section of the industry skills needed to prepare them for the state and national levels)*

Evaluate each contestant's preparation for employment and to recognize outstanding students for excellence and professionalism in the field of customer service.

### **Knowledge Performance**

The contest involves a written knowledge test. Knowledge of the competencies outlined below will be assessed during the written knowledge test. Written assessments may also be given during the skill performance portion of the contest.

### **Skill Performance**

The contest involves live, role-playing situations which demonstrate the ability to perform customer service skills selected from the following list of standards and competencies as determined by the SkillsUSA Championships technical committee.

### **CONTEST GUIDELINES**

1. Each contestant will be given the same scenario(s) and the same amount of time. Total time will be 15 to 20 minutes.
2. Contestants will be required to attend an orientation meeting where a written test will be given. At this meeting, contestants will draw for reporting times.
3. Contestants should expect to use any of the aspects of the skills listed in “Standards and Competencies.” A scenario may 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).
4. Judges will serve in the role of the customer(s).

<b>Items Evaluated</b>	<b>Possible Points</b>	<b>Contestants Score</b>
Written Test	<b>50</b>	
Role Play- Scenario 1	<b>25</b>	
Role Play- Scenario 2	<b>25</b>	
Resume (Deduction)	10	
Clothing (Deduction)	5	
<b>Total</b>	<b>100</b>	