

Customer Service



Date	February 21, 2025	Orientation Time	7:30 a.m. (CLOSED to instructors)
Location	Delaware Area Career Center 4565 Columbus Pike Delaware, OH 43015	Contest Time	Immediately Following Orientation (CLOSED contest)
Scope of Contest	The contest involves live role-playing perform customer service skills seld Each contestant will be given the stime. Total time will be approximate involve multiple situations occurring be engaged in a telephone convers customer is walking through the document of the engaged in the engaged	ected from the ame scenario(sely 15 to 20 mg simultaneou ation with the por for face-to-	e list of competencies below. s) and the same amount of hinutes. A scenario will likely lisly (e.g., one customer may contestant while another face interaction).
Testing	No		, , , ,
Eligibility	1 contestant for every 500 paid men	mbers	
Clothing	Clothing Classification Guide - CLASS	A	
Provided by Contestant	 Professional Resume – must be typ Emergency Medical Form (Contestal Pencil and ballpoint pen Paper (legal pad or spiral notebook) Calculator (nonprogrammable) 	ants must have	
Contest Standards	Contest Skilled Performance Standards CUS 1.0 - Demonstrate ability to 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 Commun Outcome	DE Career Field Technical Standard Outcomes 1.1 Employability Skills 1.2 Leadership and ications 1.10 Sales and Marketing

Contact part Service								
Library Contention Introduction Introduct	W ₁		Customer Service				Contestant	Number
Califopory Exhalished Strong evidences \$4. Introduction Interventien Introduction Interventien Introduction Interventien	SkillsUSA	Judge #						
Introduction Hundshake, greeing, introduction. Companies. Compa	Category Evaluated	Strong evidence 5-4	Acceptable evidence 3-2	Low evidence 1-0	Points Earned (5-0)	Weight	TOTAL	COMMENTS
Expectations Handshake, greeing, introduction. Combot one or two of the time: Greeing and introductions were Introductions Internations Int	Greeting and Introduction							
Expectations Met the customer's needs. Provided Provided a solution that monty met additional information periment to be customer needs. Provided limited subject mater. Did not need the <u>customers needs. Provided limited subject needs subject maters. Provided a solution of additional information. Select to volutional subject maters. Provided a solution of additional information. Select to volutional subject maters. Provided a solution of additional information. Select to volutional solutional </u>		Handshake, greeting, introduction.	Ornitted one or two of the three components.	Greeting and introductions were limited or not seen in the interview.		X10		
Maint in excitations's needs. Provided a solution that mostly met Doll not need the <u>culsioners</u> reeds. Solution information portiferent to the culsioners reeds additional information. Doll not need the <u>culsioners</u> reeds. Doll not need the <u>culsioners</u> reeds.	Resolve/ Set Expectations							
Bability Exceptionally volunteered their Exceptionally volunteered their Exceptionally volunteered their customer. Codort Value Recentledges to exclusive to be of assistance. Evaluation and assistance. Evaluation and assistance. Evaluation and assistance. Evaluation and assistance and was subject matrices and receits Evaluation assistance. Evaluation and assistance assistance. Evaluation and assistance assistance. Evaluation and assistance and was subject matrices and was subject matrices and receits Evaluation assistance. Evaluation and assistance assistance. Evaluation and assistance assistance. Evaluation assistance. E		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 <u>customers</u> needs.		X10		
Content value Content valu	Take Responsibility							
Proseessed very little knowledge to productively, about the subject matter. Proseessed enough knowledge to the subject matter and of title to no productively and needs		Energetically volunteered their assistance to the customer.	Volunteered to be of assistance.	Failed to volunteer to be of assistance.		X20		
Possessed errough inrovincidge to product/subject matter: Possessed errough inrovincidge to the product/subject matter. Possessed errough inrovincidge to the product/subject matter and of little to no additioner.	Share the Product Value							
Showed some concern for the varies and reeds Showed some concern for the varies and reeds Showed line to no concern for the varies and reeds		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		
Showed concern for the customer's concern for the wants and needs wants and needs customer's wants and needs to no concern for the customer's wants and needs to no concern for the customer's wants and needs to no concern for the customer's wants and needs to no control of the conversation. But bit de excellent manners and was politie most of the time. Effectively used correct, job-related politie most of the fine. But moderate use of correct, job-related vocabulary. But moderate use of correct, job-related vocabulary. But moderate use of correct, job-related vocabulary. But difficulty maintaining composure even with multiple customers. Was sincere in their interactions with the customers. But a positive relationship with the customer(s). But a positive relationship with the customer(s). But a somewhat positive relationship with the customer(s).	Concern							
Identified effectively. Maintained control of the conversation. Mostly effective at Istenring. Did not listen effectively.		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		
I Listerned effectively. Mostly effective at Isterning. Exhibited excellent manners and was Exhibite good manners and was polite throughout. Effectively used correct, job-related polite most of the time. Effectively used correct, job-related vocabulary. Effectively used correct, job-related related vocabulary. Mostly maintained composure even with multiple customers. Mostly maintained composure even the customers. Was sincere in their interactions with the customers. Was not sincere in their interactions with the customer(s). Plad a positive relationship with the relationship with the customer(s). Did not listen effectively. Had little to no control of the conversation. Had little to no control of the customer(s).	Listen							
Interestion Asintained control of the conversation. Somewhat maintained control of the conversation. Had little to no control of the conversation.		Listened effectively.	Mostly effective at listening.	Did not listen effectively.		X10		
Maintained control of the conversation. Exhibited excellent manners and was polite most of the inner sand was polite most of the fine. Ethibited excellent manners and was polite most of the fine. Ethibited excellent manners and was polite most of the fine. Ethibited excellent manners and was polite most of the fine. Ethibited excellent manners and was polite most of the fine. Ethibited excellent manners and was polite most of the fine. Had moderate use of correct, job-related use of correct, job-related vocabulary. Had limited use of correct, job-related vocabulary, maintaining composure even with multiple customers. Was sincere in their interactions with the customers with the customers. Was not sincere in their interactions with the customer(s). Had a positive relationship with the relationship with the customer(s).	Control of Conversation							
Exhibited excellent manners and was polite most of the time. Effectively used correct, job-related vocabulary. Effectively used correct, job-related vocabulary. Maintained complete composure even with multiple customers. Was sincere in their interactions with the customers with the customers with the customers. Was positive relationship with the customers with the customers. Exhibits good manners and was politive manners and was politic meet of the time. Sporadically exhibited good manners and was politive manners and was politive manners and was sporadically exhibited good manners and was politive manners and was sporadically exhibited good manners and was sporadically exhibited good manners and was sporadically exhibited good manners and politive manners and politive manners and was sporadically exhibited good manners and politive manners and was sporadically exhibited good manners and politive manners and politive manners and was sporadically exhibited good manners and politive manners and politically exhibited good manners. Had moderate use of correct, job-related worshish. Had moderate use of correct, job-related good manners. Had moderate use of correct, job-related good manners. Had moderate use of correct, job-related good manners and politically exhibited good manners.		Maintained control of the conversation.	Somewhat maintained control of the conversation.	Had little to no control of the conversation.		X20		
Exhibited excellent manners and was polite most of the fine. Effectively used correct, job-related polite most of the fine. Had moderate use of correct, job-related vocabulary. Had moderate use of correct, job-related vocabulary. Had moderate use of correct, job-related vocabulary. Had imited use of correct, job-related vocabulary. Had imited use of correct, job-related vocabulary. Had limited use of correct, job-related vocabulary.	Good Manners/Politeness							
Effectively used correct, job-related vocabulary. Maintained complete composure even with multiple customers. Was sincere in their interactions with the customer(s). Had a positive relationship with the customer(s). Effectively used correct, job-related vocabulary. Had moderate use of correct, job-related vocabulary. Had invited use of correct, job-related vocabulary. Had difficulty maintaining composure even their elationers. Was mostly sincere in their interactions with the customer(s). Had a somewhat positive relationship with the customer(s).		Exhibited excellent manners and was polite throughout.	Exhibits good manners and was polite most of the time.	Sporadically exhibited good manners and politeness.		X10		
Effectively used correct, job-related vocabulary. Maintained composure even with multiple customers. Was sincere in their interactions with the customer(s). Had a positive relationship with the customer(s).	Word Choice							
Maintained complete composure even with multiple customers. Was sincere in their interactions with the customers with the customer(s). Had a positive relationship with the customer(s). Mostly maintained composure even Had difficulty maintaining composure with multiple customers. Had a somewhat positive relationship with the customer(s). Had a somewhat positive relationship with the customer(s).		Effectively used correct, job-related vocabulary.	Had moderate use of correct, job- related vocabulary.	Had limited use of correct, job- related vocabulary.		X10		
Maintained composure even with multiple customers. Was sincere in their interactions with the customers with the customer(s). Had a positive relationship with the customer(s). Mostly maintained composure even composure even composure with multiple composure with multiple customers. Was mostly sincere in their interactions with the customer(s). Was not sincere in their interactions with the customer(s). Had a positive relationship with the relationship with the customer(s).	Composure							
Was sincere in their interactions with the customer(s). Was not sincere in their interactions with the customer(s). Was not sincere in their interactions with the customer(s). Was not sincere in their interactions with the customer(s). Was not sincere in their interactions with the customer(s).		Maintained complete composure even with multiple customers.	Mostly maintained composure even with multiple customers.	Had difficulty maintaining composure with multiple customers.		X10		
Was sincere in their interactions with Was mostly sincere in their was not sincere in their the customer(s). Was not sincere in their interactions with the customer(s). Was not sincere in their interactions with the customer(s). Was not sincere in their was not sincere in their interactions with the customer(s). Was not sincere in their was not sincere in their interactions with the customer(s).	Sincere							
Had a positive relationship with the customer(s). Had a positive relationship with the customer(s). Had dittle to no positive relationship with the customer(s).		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 with the Had a somewhat positive Had little to no positive relationship with the customer(s). relationship with the customer(s).	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		

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Category Evaluated	Strong evidence 5-4	Acceptable evidence 3-2	Low evidence 1-0	Earned (5-0)	Weight	TOTAL SCORE COMMENTS	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 page.		X10		
Ask for Additional Guestions							
Den lei Auditoria Audenomo							
	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 paised.		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 oustomers.		X20		
				TOTAL POINTS (1000)	VTS (1000)		
Penalties							
			0 to -50	Clothing Penalty	nalty		
			0 % -50	Résumé penalty	naity		
			-10	Tardiness Penalty	enalty		
				FINA	FINAL SCORE		