



## Customer Service

*To evaluate each competitor's preparation for employment and to recognize outstanding students for excellence and professionalism in the field of customer service.*

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| <b>On-Site/Off-Site</b>                       | <ul style="list-style-type: none"> <li>● On-Site</li> </ul>  |
| <b>Contest Date</b>                           | <ul style="list-style-type: none"> <li>● 3/18/2025</li> </ul>  |
| <b>Contest Location</b>                       | <ul style="list-style-type: none"> <li>● Convention Center</li> <li>● B244 &amp; B245</li> </ul>   |
| <b>Early/Normal Start Time</b>                | <ul style="list-style-type: none"> <li>● Normal Start Time</li> <li>● Registration will open at 8:00am. Please report to B-Hall Show Office for Registration.</li> <li>● Competition will begin at 10:00am.</li> </ul>   |
| <b>Contest Open/Closed</b>                    | <ul style="list-style-type: none"> <li>● Closed</li> <li>● This contest is closed to observers, instructors, and advisors.</li> </ul>  |
| <b>Eligibility &amp; Contest Type</b>         | <ul style="list-style-type: none"> <li>● Please refer to the Program Guidelines for eligibility- <a href="https://www.ohioskillsusa.org/resources/">https://www.ohioskillsusa.org/resources/</a></li> <li>● Regional Qualifier Contest (Must attend and place in the top 4 at Regionals to Qualify to Compete at State Level)</li> </ul> |
| <b>Clothing</b>                               | <ul style="list-style-type: none"> <li>● <b><u>For Competition Day the Dress Code is:</u></b><br/>Class A</li> <li>● <b><u>For the Awards Ceremony the Dress Code is:</u></b><br/>Class A or Class J</li> <li>● <a href="#">2025 SkillsUSA Ohio Clothing Guide</a></li> </ul>  |
| <b>Safety Equipment Required</b>              | <ul style="list-style-type: none"> <li>● N/A</li> </ul>  |
| <b>Testing</b>                                | <ul style="list-style-type: none"> <li>● Students should be prepared to take a written knowledge test.</li> </ul>  |
| <b>Provided by Contestant (Tool List)</b>     | <ul style="list-style-type: none"> <li>● One hard copy of a 1-page typed personal resume</li> <li>● Pencil</li> <li>● Ball point pen</li> <li>● Paper</li> <li>● Calculator (non-programmable)</li> </ul>  |
| <b>Contest Notes, Themes, &amp; Deadlines</b> | <ul style="list-style-type: none"> <li>● N/A</li> </ul>  |
| <b>WIFI Provided?</b>                         | <ul style="list-style-type: none"> <li>● No</li> </ul>   |

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| <p><b>Special Notes/Rules for All Contests</b></p> | <ul style="list-style-type: none"> <li>● Started in 2024, all Skilled Trade State Contests (most leadership contests already use scenarios) will begin to add a scenario-based component.</li> <li>● <b><u>Wi-Fi will NOT BE AVAILABLE unless listed above</u></b>. If you need WIFI access please plan to bring a hotspot.</li> <li>● All safety requirements will be heavily enforced. Competitors are to follow all safety standards and OSHA Regulations</li> <li>● <b><i>Contestants MUST HAVE A COPY OF THEIR EMERGENCY MEDICAL FORM IN THEIR NAME BADGE AT ALL TIMES</i></b></li> <br/> <li>● <b><u>THE FOLLOWING ITEMS ARE PROHIBITED; VIOLATION OF ANY OF THE FOLLOWING MAY RESULT IN COMPETITOR DISQUALIFICATION:</u></b></li> <br/> <li>● Contact with Contest Coordinators is prohibited. Contact with Contest Coordinators outside of the SkillsUSA Ohio is strictly prohibited.</li> <li>● Possession of smart watches and/or phones during the contest and/or in contest.</li> <li>● Contact with anyone outside of the contest area once the contest begins.</li> <li>● Inappropriate communication between contestants such as verbally degrading another contest.</li> <li>● Cheating on any portion of the contest such as informing another contestant of the skills/test prior to competing.</li> <li>● Lack of Copy Emergency Medical Form in Name Badge.</li> </ul> |
| <p><b>National Technical Standards</b></p>         | <ul style="list-style-type: none"> <li>● Please refer to the <a href="#">2024-2026 National Technical Standards</a> for all contests. All standards included may be tested in any competition.</li> <li>● In conjunction with National Standards, lack of understanding of State Level competition standards (this document) may result in student loss of contest.</li> </ul>   |
| <p><b>Resume/Interview Requirement</b></p>         | <ul style="list-style-type: none"> <li>● All SkillsUSA Ohio State Championship Contests will require a short interview component. Students should be prepared with basic job interview skills.</li> <li>● All contestants <b><u>must have a hard copy</u></b> of a one (1) page personal resume.</li> </ul>  |