

Customer Service



Date	February 7, 2025	Orientation	8:30 a.m.
		Time	(CLOSED to instructors)
Location	Butler Tech	Contest	Immediately Following
	3603 Hamilton Middletown Rd	Time	Orientation
	Hamilton, OH 45011		(CLOSED contest)
Scope of	The contest involves live role-playin	-	
Contest	perform customer service skills sele		-
	Each contestant will be given the sa		
	time. Total time will be approximate involve multiple situations occurring	-	-
	be engaged in a telephone conversa	-	
	customer is walking through the do		
	Please see judging rubric at the en	d of the docun	nent (2 pages).
Testing	No		
Eligibility	1 contestant for every 500 paid members		
Clothing	Clothing Classification Guide – CLAS	S A	
Provided by	Professional Resume – must be type	ed and physica	lly produced as a hard copy.
Contestant	• Emergency Medical Form (Contestants must have this to compete)		
	Pencil and ballpoint pen     Dener (legel and energical metabook)		
	<ul> <li>Paper (legal pad or spiral notebook)</li> </ul>	1	
	<ul> <li>Calculator (nonprogrammable)</li> </ul>		
Contest	Contest Skilled Performance	Aligned O	DEW Career Field Technical
Standards	Standards	Content S	tandard Outcomes
	CUS 1.0 - Demonstrate ability to	Outcome	1.1 Employability Skills
	communicate effectively.	Outcome	<b>1.2</b> Leadership and
	CUS 2.0 — Exhibit professional	Communio	-
	demeanor and business etiquette Outcome 1.10 Sales and Marketing		
	in customer service scenarios		č
	CUS 3.0 - Solve problems		
	common in customer service		
	work.		
	CUS 4.0 - Act out proper telephone		
	operating techniques in roleplay		
	scenarios		

		Customer Service				Contestant Number	Number
SkillsUSV	# egbur						
Category Evaluated	Strong evidence 5-4	Acceptable evidence 3-2	Low evidence 1-0	PoInts Earned (5-0)	Meight	TOTAL	COMMENT'S
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 <u>customers</u> 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 Mannera/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 customen(s).	Was mostly sincere in their interactions with the customer(s).	Was not sincere in their interactions with the customen(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		

Datasets Doublested	Offennen suddamma E.J	C.S consistent distance 4	1 Auto Aufonnoo 4 A	Points			VALUEST 6
Category Evaluated	Strong evidence 5-4	Acceptable evidence 3-2	Low evidence 1-0		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 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 paised.		Х2		
	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.		Х5		
Participation Points							
	Completely engaged with the customers without being pustry.	Mostly engaged with the customers.	Not engaged with the customers.		X20		
				TOTAL POINTS (1000)	VT S (1000)		
Penalties							
			0 to -50	Clothing Penalty	naity		
			0 to -50	Résumé penalty	valty		
			-10	Tardiness Penalty	enalty		
				FINA	FINAL SCORE		