

**2017 MICHIGAN SKILLS USA CHAMPIONS
CONTEST: CUSTOMER SERVICE**

CONTEST LOCATION:

Amway Grand Plaza Hotel
187 Monroe Avenue NW
Grand Rapids, MI 49503, US
(616) 774.2000
<http://www.amwaygrand.com/>

RESUME:

Each student must submit a one-page printed resume before the contest start at the contest site (present to contest coordinator, not judges). The resume is no longer submitted online. This is the only time that resumes can be turned in. Failure to do so will result in a 10 point penalty.

Task to be performed:

Contestants will be asked to demonstrate in 8-10 minutes their ability to provide customer service in both written and oral form within a live, role-play scenario(s). The tasks include communications, telephone skills, problem solving, conflict resolution and business etiquette.

Supplied by SkillsUSA Michigan technical committee:

Workspace with table, chair, telephone, and all necessary forms and/or props.

Supplied by the contestant:

- One page written resume
- Pencil and ball point pen
- Paper (legal pad or spiral notebook)
- Calculator

Dress Code:

- Polo shirt, tucked in
- Dress pants (no cargo pants)
- Dress shoes
- Dress belt
- Dress socks
- No jewelry (dress watch acceptable)

SCORECARD Customer Service

Items Evaluated	Possible Points	Contestant Number				
		1	2	3	4	5
Greeting and Introduction	95					
Voice (Pitch, Tempo, Volume)	95					
Mechanics (Diction, Grammar, Pronunciation)	95					
Politeness	95					
Appearance, Grooming	95					
Personal Deportment (Poise, Eye Contact, Mannerisms)	95					
Maturity in Answers to Questions	95					
Enthusiasm	95					
Personal Salesmanship (Self-Confidence & Persuasiveness)	95					
Participation	95					
Written Test	50					
Résumé Penalty	0 or -10 only					
Clothing Penalty	0 to -50					
Total	1000					