

**2021 MICHIGAN SKILLSUSA CHAMPIONSHIPS  
TASK & MATERIALS LIST**

SKILL OR LEADERSHIP AREA: Customer Service

**CONTEST LOCATION:**

Virtual

This contest is being hosted as a National Qualifying Event.

Highest scoring assessment (minus penalties) will be chosen as the national qualifying team.

This event will include:

- Technical Assessment due April 9, 2021 by 5:00 p.m. EST
- Technical assessments are created to reflect national technical assessments
- There are no study guides
- 50 questions
- 60 minutes
- Refer to the national technical standards for information regarding this contests required skills and competencies.

**Technical Standard Information:**

- *Please refer to the National Technical Standards for detailed information related to this contest.*
- How to access SkillsUSA National Technical Standards:  
[https://www.youtube.com/watch?v=aR9Jet0PRP8&feature=emb\\_logo](https://www.youtube.com/watch?v=aR9Jet0PRP8&feature=emb_logo)
- National Contest Updates are located:  
<https://www.skillsusa.org/competitions/skillsusa-championships/contest-updates/>

**Required documentation:**

- Resume and Liability Form is required for all contestants.
- Submit these forms by April 7, 2021

Revised 2/4/2021