



## Customer Service

### 2023 SkillsUSA Michigan State Championships Contest Description Task and Materials List

#### **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 starts at the contest site (present to contest coordinator, not judges). 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 the technical committee:**

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

#### **Supplied by the contestant:**

- One page written resume
- Pencil and ballpoint 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 1	Contestant 2	Contestant 3	Contestant 4	Contestant 5
Greetings 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	95					
Resume Penalty	0 or -10 only					
Clothing Penalty	0 to -50					
<b>Total</b>	<b>1000</b>					