Contest Date(s):

Online Testing Date ONLY – April 5, 2021 at 10:00am (30min test)
Contest Date via Zoom – April 6-8, 2021 (Contestants will have scheduled times)
(Orientation will begin at 9:00am)

Contest Type: VIRTUAL

(All contest types are listed on the website. YOU NEED TO BE FAMILIAR WITH BOTH THIS DOCUMENT AND THAT DOCUMENT.)

Submission Link(s) - For the day of the contest:
Dropbox: https://www.dropbox.com/request/A2NmMXFi6rLQsFD5S08a
or
Google Drive: https://forms.gle/eBG08gnTGAmwir318

Zoom Contest Link(s):

April 6, 2021
https://ohioskillsusa.org.zoom.us/j/92036035665?pwd=R3NyWk5zbTFuNjIrZEE2ZHxvTGIvUT09
Meeting ID: 920 3603 5665
Passcode: 462968

April 7, 2021
https://ohioskillsusa.org.zoom.us/j/95932441754?pwd=enhFbWI3anBIYVRmczQvNzBQYTV1Zz09

Meeting ID: 959 3244 1754
Passcode: 435904

April 8, 2021
https://ohioskillsusa.org.zoom.us/j/94097707516?pwd=NmFIUUs1ZVdPWTYyMjl4aVFNY2kwCzd09

Meeting ID: 940 9770 7516
Passcode: 583570
Customer Service

PURPOSE
To evaluate each contestant’s preparation for employment and to recognize outstanding students for excellence and professionalism in the field of customer service.

ELIGIBILITY
Refer to SkillsUSA Ohio Championships Guidelines Book

ORIENTATION
Orientation is at 9:00am on April 6, 2021

CLOTHING REQUIREMENTS
Official SkillsUSA dress or business-like attire

<table>
<thead>
<tr>
<th>Men</th>
<th>Women</th>
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<tbody>
<tr>
<td>Official red blazer or jacket, black dress slacks, white dress shirt, plain black tie with no pattern or SkillsUSA black tie, black socks and black shoes.</td>
<td>Official red blazer or jacket; black dress skirt (knee length) or slacks with businesslike white, collarless blouse or white blouse with small, plain collar that may not extend onto the lapels of the blazer; black sheer or skin-tone hose and black shoes.</td>
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Note: Contestants must wear their official contest clothing to the contest orientation meeting. Teams will be judged in official attire at the contestant briefing.

OBSERVER RULE
The contest area is closed to observers, including advisors.

TOOLS PROVIDED BY CONTESTANTS
- One copy of a 1-page typed personal résumé
- Pencil
- Ball point pen
- Paper
- Calculator (non-programmable)

SPECIAL INFORMATION:
- No smart watches or phones are permitted during the contest.

SCOPE OF THE CONTEST
The contest will be judged based on the criteria established in the current year’s National Technical Standards, which are updated annually. National Technical Standards are accessed through your Professional SkillsUSA Membership benefits by logging on to your SkillsUSA account at https://www.skillsusa-register.org/Login.aspx.

Knowledge of Performance
The contest may involve a written knowledge test. Knowledge of the competencies outlined below will be assessed during the written knowledge test. Written assessments may also be given during the skill performance portion of the contest.

Skills Performance
The contest involves live, role-playing situations that demonstrate the ability to perform customer service skills selected from the following list of competencies as determined by the SkillsUSA Championships technical committee.

Contest Guidelines
1. Each contestant will be given the same scenario(s) and the same amount of time. Total time will be 15 to 20 minutes.
2. Contestants will be required to attend an orientation meeting where a written test will be given. At this meeting, contestants will draw for reporting times.
3. Contestants must report to the contest area 30 minutes prior to their scheduled reporting time to check in with contest officials and receive final instructions.
Customer Service

4. Contestants should expect to use all aspects of the skills listed in Standards and Competencies. A scenario will likely involve multiple situations occurring simultaneously (e.g., one customer may be engaged in a telephone conversation with the contestant while another customer is walking through the door for face-to-face interaction).

5. Judges will serve in the role of the customer(s).