CUSTOMER SERVICE
(Virtual)

Contest Description

The contest involves live role-playing situations. Contestants may be asked to demonstrate their ability to perform customer service in both written and oral forms, including elements of telephone and computer skills, communications, problem-solving, conflict resolution, and business etiquette.

Knowledge Performance

The regional contest will not include a written knowledge test.

Skill 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 California Championships technical committee.

Students will compete in this competition **live over the Zoom platform** on **January 23, 2021.** Students should be ready to present at their scheduled time. The contestant schedule will be emailed to the advisor/contestants by Friday, December 11, 2020. Changes cannot be made to scheduled time slots. Resumes must be submitted to SkillsUSA California by **January 9, 2021** (details to follow).

Customer Service scenarios will be posted by Friday, December 11th.

Contest Guidelines

1. Each contestant will be given the same scenario(s) and the same amount of time. The total time will be 5 to 10 minutes.
2. Judges will serve in the role of the customer(s).

All SkillsUSA California contest projects are subject to change due to any unforeseen facility, staffing, or site-related issues. Please use these materials as a reference to prepare students for the potential contest project. SkillsUSA California regional and state contest projects are developed by state technical committee members to align with the national technical standards.

Materials Supplied by SkillsUSA CA

1. Customer Service Scenarios

Student Materials List

1. All competitors must create a one-page resume and submit an electronic copy to SkillsUSA California (details to follow). Failure to do so will result in a 10-point penalty.
2. Computer with high-speed internet capability and camera to use applications such as Zoom. The minimum recommended internet bandwidth speeds for joining Zoom meetings, accessing on-demand curriculum and other online operations is 2.0 Mbps up and down. You can test your current internet speeds by following this link: https://www.speedtest.net/. Allow the page to load and click on GO.

Clothing Requirements

Official Dress is NOT required for Regionals. Clothing must be unbranded with no words, images, or logos. SkillsUSA or SkillsUSA California attire is recommended.

Note: Check the Contest Guidelines and/or the updates page on the SkillsUSA and SkillsUSA California website:

- **www.skillsusa.org/compete/updates.shtml**
- **https://www.skillsusa.org/competitions/skillsusa-championships/contest-descriptions/**
- **https://www.skillsusaca.org/competitive-events-2**

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