

Customer Service

CHAIR: Daniel Warren, Textron Aviation

CO-CHAIR: ----

CONTEST DATE: April 24, 2019

CONTEST ORIENTATON: 11:00 am Atrium Conference Center, Endeavor III

CONTEST LOCATION: Atrium Conference Center Endeavor IA

CONTEST TIME: 1:00 pm

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: Open to all active SkillsUSA members.

CLOTHING REQUIREMENT: Official blazer or jacket, black dress slacks (or knee-length skirt for women); white dress shirt; plain black tie (for men only); black socks and black shoes.

Official SkillsUSA attire



CONTEST UPDATES: For contest guidelines refer to the Technical Standards.

Customer Service Changes

EQUIPMENT AND MATERIALS

1. Supplied by the technical committee:
 - a. Workspace with table, chair, telephone and customer reception area
 - b. Replicated Retail Environment

CUS 4.0 — Act out proper techniques in role play scenarios for Customer Service

- 4.1 Demonstrate ability to use a proper greeting
- 4.2 Handle basic customer service functions
- 4.3 Use basic phone functions
 - 4.3.1 Answer telephone properly
 - 4.3.4 Place callers on hold properly
- 4.4 Apply skills to role-play service applications
 - 4.4.1 Respond to a request for information
 - 4.4.2 Manage a customer complaint
 - 4.4.3 Schedule appointments
 - 4.4.4 Respond to account inquiries and problems
 - 4.4.5 Respond to product/service information requests
 - 4.4.6 Address any customer issues or concerns
 - 4.4.7 Display ability to problem solve while adhering to a policy/procedure