

Customer Service

CHAIR: *Not confirmed*

CO-CHAIR: ----

CONTEST DATE: April 25, 2018

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

CONTEST WRITTEN TEST: 12:00 Noon, Atrium Breakfast Room

CONTEST LOCATION: Atrium Conference Center Endeavor IB

CONTEST TIME: 12:30 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

CUSTOMER SERVICE CONTEST SCHEDULE

| TIME | DESCRIPTION | LOCATION |
|----------------------------|---|----------------|
| 11:00 AM | Orientation | Endeavor III |
| 12:00 PM | Written Test & 5 minute Review of Scenarios | Breakfast Room |
| Rotation of Stations begin | | Endeavor IB |
| 12:30 PM | Contestant 1 begins | |
| 12:40 PM | Contestant 2 begins | |
| 12:50 PM | Contestant 3 begins | |
| 1:00 PM | Contestant 4 begins | |
| 1:10 PM | Contestant 5 begins | |
| 1:20 PM | Contestant 6 begins | |
| 1:40 PM | Debrief | |

2018 KANSAS STATE CHAMPIONSHIPS (KSC) CONTEST UPDATE



ROTATION EXAMPLE:

| | |
|---|---|
| <p>CONTESTANT 1: 12:30 PM Customer 1 12:40 PM Customer 2 & Customer 3 12:45 PM Customer 4 12:50 PM Customer 5</p> <p>CONTESTANT 2: 12:40 PM Customer 1 12:50 PM Customer 2 & Customer 3 12:55 PM Customer 4 1:00 PM Customer 5</p> <p>CONTESTANT 3: 12:50 PM Customer 1 1:00 PM Customer 2 & Customer 3 1:05 PM Customer 4 1:10 PM Customer 5</p> | <p>CONTESTANT 4: 1:00 PM Customer 1 1:10 PM Customer 2 & Customer 3 1:15 PM Customer 4 1:20 PM Customer 5</p> <p>CONTESTANT 5: 1:10 PM Customer 1 1:20 PM Customer 2 & Customer 3 1:25 PM Customer 4 1:30 PM Customer 5</p> <p>CONTESTANT 6: 1:20 PM Customer 1 1:30 PM Customer 2 & Customer 3 1:35 PM Customer 4 1:40 PM Customer 5</p> |
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