

# 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.

<p><b>Contest Location</b></p>	<ul style="list-style-type: none"> <li>▪ B244/245</li> </ul>
<p><b>Eligibility</b></p>	<ul style="list-style-type: none"> <li>▪ Please refer to the National Technical Standards.</li> <li>▪ Leadership and Occupationally Related Contest Specifications - The following competitions are open to all members of SkillsUSA Schools may send one competitor or team for every 500 SkillsUSA members based on local competition.</li> <li>▪ REGIONAL QUALIFIER - ONLY THE TOP 3 (THREE) FROM REGIONAL COMPETITION PROCEED TO STATE CHAMPIONSHIPS</li> </ul>
<p><b>Clothing</b></p>	<p><u>Official SkillsUSA Dress:</u> Official SkillsUSA Red Blazer, white shirt, black pants or skirt, and black dress shoes. Black socks must be worn with pants and nylons must be worn with a skirt (either skin-tone or black). Males must wear a tie.</p>
<p><b>Testing</b></p>	<ul style="list-style-type: none"> <li>▪ Students should be prepared to take a written knowledge test.</li> <li>▪ Students should be prepared for a written SkillsUSA knowledge test. (Required for all contestants prior to contest day)</li> </ul>
<p><b>Provided by Contestant (Tool List)</b></p>	<ul style="list-style-type: none"> <li>▪ One hard copy of a 1-page typed personal resume</li> <li>▪ Pencil</li> <li>▪ Ball point pen</li> <li>▪ Paper</li> <li>▪ Calculator (non-programmable)</li> </ul>
<p><b>Special Notes</b></p>	<ul style="list-style-type: none"> <li>▪ Exhibit Halls do not open to observers until 12:00 pm.</li> <li>▪ No smart watches, phones, or earbuds are permitted during the contest and/or in contest.</li> <li>▪ No contact with anyone outside of the contest area once the contest begins</li> <li>▪ No inappropriate communication between contestants such as verbally degrading another contestant</li> <li>▪ No cheating on any portion of the contest such as informing another contestant of the skills/test prior to competing.</li> </ul>

<b>National Technical Standards</b>	<ul style="list-style-type: none"><li>▪ Please Refer to the 2022-2023 National Technical Standards for all contests. All standards included may be tested in any competition.</li><li>▪ In conjunction with National Standards, violations may result in student loss of contest.</li></ul>
<b>Resume</b>	<ul style="list-style-type: none"><li>▪ All SkillsUSA Ohio State Championship Contest will require a short interview component. Students should be prepared with basic job interview skills.</li><li>▪ All contestants must have a hard copy of a one (1) page personal resume.</li></ul>