**Customer Service – SkillsUSA North Carolina 2021**

**Contest Dates & Times:**

**SCENARIO AVAILABLE: Mon. April 19 - 8am.**  In the Competition Scenario button.

**COMPETITION: Wed. April 21 - 9am.**  Access via your Zoom Meeting Link button.

**Contestant Materials Needed:**

* Computer (to access Canvas and your contest requirements)
* Pen or Pencil
* Download the Scenario and have it with you.

**Competition Room Rules:**

Enter through your Canvas Contest Access Portal. The demonstration will last for 10 minutes during which time you will be presented with various customer service activities. After completion of the demonstration, you will be moved from the room by one of the committee members. Please remember that you are being judged from the moment you enter until your leave the competition room.

**Scenario:**

You will be roleplaying a customer service representative from a company. Please study the scenario information that is given to you when you arrive at the contest site, so that you will be ready to start the demonstration as soon as you enter the room. You are expected to be familiar with the company’s policies, procedures and services before you enter the competition room.

**Judging Criteria:**

The criteria on which you will be judged are the following:

* Greeting and Introduction
* Voice (Pitch, Tempo, Volume). Remember, if the judges cannot hear you, they cannot score you.
* Mechanics (Diction, Grammar, Pronunciation)
* Politeness
* Appearance, Grooming
* Personal Deportment (Poise, Eye Contact, Mannerisms)
* Maturity in Answers to Questions
* Enthusiasm
* Personal Salesmanship (Self-Confidence and Persuasiveness)
* Participation