



CUSTOMER SERVICE CONTEST

OVERVIEW

The Customer Service contest evaluates each contestant's preparation for employment and to recognize outstanding students for excellence and professionalism in the field of customer service.

THE CONTEST

- The contest consists of a live role-play situation that demonstrates the ability to perform customer service skills selected from the competencies listed in the SkillsUSA Technical Standards.
- The role play portion of the contest will be conducted with a panel of judges via electronic platform.
- Contestants must create a one-page résumé and submit via electronic upload. Failure to do so will result in a 10-point penalty.

See SkillsUSA Technical Standards for contest guidelines and standards and competencies measured.

CONTEST SUBMISSION PROCEDURES

- Contest items must be submitted electronically through the contest submission form.
- Contestants will receive a specified date/time and login credentials to participate in the virtual portion of the contest via electronic platform with a panel of judges. Contestants should be dressed in professional business attire or SkillsUSA attire for this session.

DEADLINE

All contest items must be received by Tuesday, February 15, 2022, through the contest submission form.