

**SkillsUSA 2011-12 District 10 Competition  
Erie County Technical School  
1-16-12**



**Competition Title**

*Customer Service*

**Clothing / Safety Requirements**

*Skills USA Professional Attire or Professional Business Attire*

**Eligibility**

Registered SkillsUSA members enrolled in a corresponding program.

**Tools / Materials Supplied by Contestant**

*None*

**Equipment Supplies By Host School**

*Telephone*

**Scope of the Contest**

Sample test question can be found on the following website:

[http://www.expressionsofexcellence.com/ARTICLES/Harrison\\_Service\\_Quiz.html](http://www.expressionsofexcellence.com/ARTICLES/Harrison_Service_Quiz.html)

**Performance Test will be limited to:**

1. Problem solving customer service applications.
  1. Respond to a request for information
  2. Respond to product/service information requests.
  3. Explain the need for follow-up.
  4. Address customer issues and or concerns.
2. Telephone skills:
  1. Demonstrate ability to receive incoming calls.
  2. Demonstrate ability to handle basic customer service functions.
  3. Manage a customer's complaint.
3. Business etiquette:
  1. Demonstrate a confident handshake and proper greeting.
  2. Demonstrate confidence and positive personal image.
  3. Demonstrate good grooming in dress and personal hygiene.
4. Communications:
  1. Demonstrate effective verbal communication.

2. Demonstrate effective written communication.
3. Demonstrate good listening skills.
4. Speak in a clear, understandable manner.

**See Scoring Rubric Attached**

**Contact information:**

*Robert Craft  
Tourism & Hospitality Instructor  
Erie County Technical School  
8500 Oliver Road  
Erie, PA 16509  
814-464-8635  
bcraft@ects.org*