Customer Service Scorecard

Contestant Number

Items Evaluated	**Possible Points**	#	#	#	#	#	#	#	#	#	#
Greeting and Introduction	**95**										
Voice (Pitch, Tempo, Volume)	**95**										
Mechanics (Diction, Grammar, Pronunciation)	**95**										
Politeness	**95**										
Appearance, Grooming	**80**										
Personal Deportment (Eye Contact, Mannerisms)	**95**										
Maturity in Answers to Questions	**95**										
Enthusiasm	**95**										
Personal Salesmanship (Self-Confidence, Persuade)	**95**										
Participation	**95**										
Written Test	**65**										
Resume Penalty	**0 or -50 Only**										
Clothing Penalty	**0 to -50**										
Total Possible Points	**1000**										