



Customer Service

Career Competition

Career Cluster: Hospitality and Tourism/ Human Services

State Qualifying Exam: No

National Contest: Yes

Participation: Individual

Competition Description

This competition evaluates students' proficiency in providing customer service. The competition involves live role-playing situations. Competitors demonstrate their ability to perform customer service in both written and oral forms.

Tasks To Be Evaluated

The competition involves live, role-playing situations that demonstrate the ability to perform customer service skills selected from the following list of competencies as determined by the SkillsUSA Championships technical committee.

Clothing Requirement

National Requirement:

Class A: Official Attire

- Official SkillsUSA red blazer or official SkillsUSA red jacket
- Button-up, collared, white dress shirt (accompanied by a plain, solid black tie or SkillsUSA black tie), white shirt (collarless or small-collared), or white turtleneck, with any collar not to extend into the lapel area of the blazer, sweater, windbreaker or jacket
- Black dress slacks or black dress skirt (knee-length at minimum)
- Black dress shoes.

State Requirement:

National Requirement OR Business Professional Attire.

Provided by Competitor

- Pencil and ballpoint pen
- Paper (legal pad or spiral notebook)
- Calculator (non-programmable)

Provided by Technical Committee

- What is needed for the roleplay.

Additional Information

Important information will be given at the briefing. This information will details of the job you are filling in your customer service role play. Be sure to attend the briefing, then be sure to study the information carefully before your competition.