



CAREER CLUSTER

Business Management & Administration

INSTRUCTIONAL AREA

Customer Relations

PRINCIPLES OF BUSINESS MANAGEMENT AND ADMINISTRATION EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st Century Skills, Performance Indicators and Event Situation. You will have up to 10 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 10 minutes to make your presentation to the judge (you may have more than one judge).
- You will be evaluated on how well you demonstrate the 21st Century Skills and meet the performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.

21st CENTURY SKILLS

- Critical Thinking – Reason effectively and use systems thinking.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Explain the nature of positive customer relations.
- Demonstrate a customer service mindset.
- Reinforce service orientation through communication.
- Handle customer/client complaints.

EVENT SITUATION

You are to assume the role of a property management employee at MOUNTAIN CORPORATE LANDING, a property in a business park that houses six corporate clients. You must inform a corporate tenant (judge) of an upcoming pause in elevator use while new flooring is installed.

MOUNTAIN CORPORATE LANDING has six corporate clients: three on the first floor and three on the second floor. There are two stairwells and one elevator in the building. The corporate clients in the building do not see customers inside the building, only maintain office space.

A tenant with a multi-year lease (judge) complained that the carpeting in the elevator is snagged and is a safety hazard. In response, the property manager hired a company to replace the carpeting inside the elevator with tile flooring. In order for the job to be completed, the elevator will be temporarily shut down on Friday afternoon from 2:00PM to 3:00PM.

You will be going to all six corporate clients. You must inform the tenant (judge) of the pause in elevator service on Friday.

You will inform the tenant (judge) in a role-play to take place at the office. The tenant (judge) will begin the role-play by asking about the elevator. After you have explained and have answered the tenant's (judge's) questions, the tenant (judge) will conclude the role-play by thanking you for your work.

JUDGE INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE ROLE

In preparation for this event, you should review the following information with your event manager and other judges:

1. Participant Instructions, 21st Century Skills and Performance Indicators
2. Event Situation
3. Judge Role-Play Characterization
Allow the participants to present their ideas without interruption, unless you are asked to respond. Participants may conduct a slightly different type of meeting and/or discussion with you each time; however, it is important that the information you provide and the questions you ask be uniform for every participant.
4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of a corporate tenant with office space at MOUNTAIN CORPORATE LANDING, a property in a business park that houses six corporate clients. An employee at the property management office (participant) must inform you of an upcoming pause in elevator use while new flooring is installed.

MOUNTAIN CORPORATE LANDING has six corporate client tenants: three on the first floor and three on the second floor. There are two stairwells and one elevator in the building. The corporate clients in the building do not see customers inside the building, only maintain office space.

You have a multi-year lease in the building and complained that the carpeting in the elevator is snagged and is a safety hazard. In response, the property manager hired a company to replace the carpeting inside the elevator with tile flooring. In order for the job to be completed, the elevator will be temporarily shut down on Friday afternoon from 2:00PM to 3:00PM.

The property management employee (participant) must inform you of the pause in elevator service on Friday.

The participant will present information to you in a role-play to take place at the office. You will begin the role-play by asking about the elevator.

During the course of the role-play, you are to ask the following questions of each participant:

1. How is snagged carpeting in the elevator a possible risk?
2. Why is it important that your management company communicate the one hour pause to tenants?

Once the employee (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the employee (participant) for the work.

You are not to make any comments after the event is over except to thank the participant.

EVALUATION INSTRUCTIONS

The participants are to be evaluated on their ability to perform the specific performance indicators stated on the cover sheet of this event and restated on the Judge's Evaluation Form. Although you may see other performance indicators demonstrated by the participants, those listed in the Performance Indicators section are the critical ones you are measuring for this particular event.

Evaluation Form Interpretation

The evaluation levels listed below and the evaluation rating procedures should be discussed thoroughly with your event director and the other judges to ensure complete and common understanding for judging consistency.

Level of Evaluation	Interpretation Level
Exceeds Expectations	Participant demonstrated the performance indicator in an extremely professional manner; greatly exceeds business standards; would rank in the top 10% of business personnel performing this performance indicator.
Meets Expectations	Participant demonstrated the performance indicator in an acceptable and effective manner; meets at least minimal business standards; there would be no need for additional formalized training at this time; would rank in the 70-89 th percentile of business personnel performing this performance indicator.
Below Expectations	Participant demonstrated the performance indicator with limited effectiveness; performance generally fell below minimal business standards; additional training would be required to improve knowledge, attitude and/or skills; would rank in the 50-69 th percentile of business personnel performing this performance indicator.
Little/No Value	Participant demonstrated the performance indicator with little or no effectiveness; a great deal of formal training would be needed immediately; perhaps this person should seek other employment; would rank in the 0-49 th percentile of business personnel performing this performance indicator.



PRINCIPLES OF BUSINESS MANAGEMENT AND ADMINISTRATION 2025

JUDGE'S EVALUATION FORM ASSOCIATION EVENT 1

Participant: _____

INSTRUCTIONAL AREA: Customer Relations

ID Number: _____

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the nature of positive customer relations?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
2.	Demonstrate a customer service mindset?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
3.	Reinforce service orientation through communication?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
4.	Handle customer/client complaints?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
21st CENTURY SKILLS						
5.	Reason effectively and use systems thinking?	0-1	2-3	4-5	6-7	
6.	Communicate clearly?	0-1	2-3	4-5	6-7	
7.	Show evidence of creativity?	0-1	2-3	4-5	6-7	
8.	Overall impression and responses to the judge's questions	0-1	2-3	4-5	6-7	
TOTAL SCORE						