



PRINCIPLES OF BUSINESS MANAGEMENT AND ADMINISTRATION EVENT

CAREER CLUSTER
Business Management &
Administration

INSTRUCTIONAL AREA
Customer Relations

PARTICIPANT INSTRUCTIONS

This event is presented to you through your review of the Career Competencies, Performance Indicators and Event Situation.

You have up to 10 minutes to review this information and prepare your presentation. Using the materials provided, you may make notes to use during your presentation.

You will have up to 10 minutes to present to the judge(s).

You will be evaluated on your solution to the event situation, how you incorporate the performance indicators of this event and how you demonstrate the career competencies.

Turn in all your notes and event materials when you have completed the event.

SOLUTION

- Unique – Demonstrate original thinking, fresh perspectives and an insightful approach.
- Practical – Develop an actionable/viable solution in a real-world context.
- Effective – Develop a solution that achieves relevant outcomes.

CAREER COMPETENCIES

- Critical Thinking – Think critically to understand and solve problems.
- Communication – Communicate clearly, effectively and with reason.
- Decision Making – Consider the impacts of decisions.

PERFORMANCE INDICATORS

- Handle customer/client complaints.
- Demonstrate a customer service mindset.
- Interpret business policies to customers/clients.
- Reinforce service orientation through communication.

EVENT SITUATION

You are to assume the role of an employee in the customer service department at the CITY OF LOGAN, an office that houses public services and local government. You must address a customer (judge) that has complained about a change in policy for bill payment.

The CITY OF LOGAN office has a customer service department that allows residents to pay their water bill and municipal court fees. Four months ago, it was announced that CITY OF LOGAN would no longer accept payments in cash starting this month. The notice was put in all monthly bills, on the city's website, and notices were posted at the customer service department.

A customer (judge) wants to pay their water bill with cash and was told that CITY OF LOGAN no longer accepts cash payments. The customer (judge) is complaining and you have been asked to address the situation.

You will address the customer (judge) in a role-play to take place at the office. The customer (judge) will begin the role-play by asking about paying the bill with cash. After you have explained the new policy and have answered the customer's (judge's) questions, the customer (judge) will conclude the role-play by thanking you for your work.

JUDGE INSTRUCTIONS

JUDGE CHARACTERIZATION

You are to assume the role of a customer at the CITY OF LOGAN, an office that houses public services and local government. You have complained about a change in policy for bill payment and an employee in the customer service department (participant) will address your complaint.

The CITY OF LOGAN office has a customer service department that allows residents to pay their water bill and municipal court fees. Four months ago, it was announced that CITY OF LOGAN would no longer accept payments in cash, starting this month. The notice was put in all monthly bills, on the city's website, and notices were posted at the customer service department.

You want to pay your water bill with cash and was told that CITY OF LOGAN no longer accepts cash payments. You have complained and an employee (participant) has been asked to address the situation.

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 paying the bill with cash.

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

1. Why are more and more businesses going cashless?
2. How is paying with a card or check easier for me?

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 solution and ability to apply the specific performance indicators stated on the cover sheet of this event and restated on the Judge’s Evaluation Form. Although the participants may demonstrate other performance indicators, those listed in the Performance Indicators section are the selected ones you are evaluating for this particular event.
- Maintain a consistent expectation when evaluating each participant.
- The maximum score for the evaluation is 100 points. The presentation will be weighted twice (2 times) the exam score.

Levels of Evaluation

FOCUS AREA	NOVICE	DEVELOPING	PROFICIENT	EXEMPLARY
Content Understanding	Demonstrates a limited or inaccurate understanding of key concepts.	Demonstrates a basic understanding of key concepts.	Demonstrates a solid understanding of key concepts and clearly explains and supports ideas using appropriate evidence.	Demonstrates comprehensive understanding of concepts and applies them effectively to solve the scenario, including in more complex or extended contexts.
Application of Performance Indicators and Career Competencies	Lists the performance indicators and career competencies, but understanding is incomplete or inaccurate.	Defines the performance indicators and career competencies, but does not connect them to solve the objective of the case study scenario.	Explains the performance indicators and career competencies and connects them to solve the objective of the case study scenario.	Strategically applies the performance indicators and career competencies and connects them to comprehensively solve the objective of the case study scenario.
Reasoning	Ideas are unclear, inaccurate, or lack logical support. There is no application of the ideas and concept.	Ideas are present and somewhat logical but contain gaps in reasoning, development, or supporting evidence.	Ideas are logical, well-developed, and supported with appropriate evidence, with only minor gaps.	Ideas are logical, well-supported using appropriate business concept and theories and demonstrates reasoning with clear practicality and real-world relevance.
Workplace Readiness	Participants represent an employee who requires significant guidance and support to complete tasks.	Participants represent an employee who demonstrates basic skills and can complete routine tasks with some guidance.	Participants represent an employee with solid skills and who works independently to complete tasks effectively.	Participants represent an employee with advanced skills, works independently, and adapts effectively to new or unpredictable challenges.



PRINCIPLES OF BUSINESS MANAGEMENT AND ADMINISTRATION – 2026

JUDGE'S EVALUATION FORM
DISTRICT EVENT

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA:
Customer Relations

Rate the participant's ability to:

		Novice	Developing	Proficient	Exemplary	Judged Score
PERFORMANCE INDICATORS						
1.	Handle customer/client complaints.	0-1-2-3	4-5-6-7	8-9-10-11	12	
2.	Demonstrate a customer service mindset.	0-1-2-3	4-5-6-7	8-9-10-11	12	
3.	Interpret business policies to customers/clients.	0-1-2-3	4-5-6-7	8-9-10-11	12	
4.	Reinforce service orientation through communication.	0-1-2-3	4-5-6-7	8-9-10-11	12	
SOLUTION						
5.	Unique Demonstrate original thinking, fresh perspectives and an insightful approach.	0-1-2	3-4-5	6-7	8	
6.	Practical Develop an actionable/viable solution in a real-world context.	0-1-2	3-4-5	6-7	8	
7.	Effective Develop a solution that achieves relevant outcomes.	0-1-2	3-4-5	6-7	8	
CAREER COMPETENCIES						
8.	Critical Thinking Think critically to understand and solve problems.	0-1	2-3	4-5	6	
9.	Communication Communicate clearly, effectively and with reason.	0-1	2-3	4-5	6	
10.	Decision Making Consider the impacts of decisions.	0-1	2-3	4-5	6	
OVERALL IMPRESSION						
11.	Demonstrate overall career readiness through professionalism, poise and confidence.	0-1-2-3	4-5-6	7-8-9	10	
TOTAL SCORE						