

## Customer Service

### Description

The NYC SkillsUSA Customer Service contest is developed to evaluate each competitor's preparation for employment and to recognize outstanding students for excellence and professionalism in the field of customer service.

### Clothing Requirements

- NYC SkillsUSA T-Shirt
- Black Dress Slacks (accompanied by black dress socks or black or skin-tone seamless hose) or black dress skirt (knee-length, accompanied by black or skin-tone seamless hose).
- Black leather shoes that are not backless or open toe

### Equipment and Materials

1. **Supplied by NYC chair/committee:**
  - a. Simulated workspace with customer reception area which can include table, chair, computer, and/or telephone.
  - b. Flip chart and markers
  - c. Telephone log, telephone directory
2. **Supplied by contestant:**
  - a. Pencil and ballpoint pen
  - b. Paper (legal pad or spiral notebook)
  - c. Calculator (non-programmable)
  - d. All competitors must create a one-page resume.

### Scope of the Competition

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.

1. Each competitor will be given the same scenario(s) and the same amount of time. Total time will be 15 to 20 minutes.
2. Competitors will be required to attend an orientation meeting where a written test will be given. At this meeting, competitors will draw for reporting times.
3. Competitors must report to the competition area 30 minutes prior to their scheduled reporting time to check in with competition officials and receive final instructions.
4. Competitors should expect to use all aspects of the skills listed in Standards and Competencies. A scenario will likely involve multiple situations occurring

simultaneously(e.g., one customer may be engaged in a telephone conversation with the competitor while another customer is walking through the door for face-to-face interaction).

5. Judges will serve in the role of the customer(s).

## **STANDARDS AND COMPETENCIES**

### **1. Demonstrate ability to communicate effectively**

- 1.1. Display effective written communication
- 1.2. Demonstrate effective verbal communication
- 1.3. Employ basic computer keyboarding and computer skills in Microsoft Word
- 1.4. Exhibit good listening skills and show sincere interest
- 1.5. Speak in a clear, understandable manner

### **2. Exhibit professional demeanor and business etiquette in customer service scenarios**

- 2.1. Display a confident handshake, proper greeting, and personal introductions
- 2.2. Show confidence and a positive personal image
- 2.3. Show good grooming in dress and personal hygiene
- 2.4. Make a formal introduction
- 2.5. Use proper diction, grammar and pronunciation
- 2.6. Maintain politeness at all times
- 2.7. Exhibit poise, eye contact and professional mannerisms
- 2.8. Show enthusiasm in meeting customer needs
- 2.9. Display self-confidence and persuasiveness
- 2.10. Answer questions maturely

### **3. Solve problems common in customer service work**

- 3.1. Demonstrate brainstorming techniques
- 3.2. Discuss implementation of solutions and costs involved with choosing a solution
- 3.3. Explain the need for follow-up and modification
- 3.4. Apply conflict resolution skills

### **4. Act out proper telephone operating techniques in roleplay scenarios**

- 4.1. Demonstrate ability to receive incoming calls
- 4.2. Handle basic customer service functions
- 4.3. Use basic phone functions
  - 4.3.1. Answer telephone properly
  - 4.3.2. Transfer calls successfully
  - 4.3.3. Participate in a conference call
  - 4.3.4. Place callers on hold
  - 4.3.5. Terminate calls professionally
  - 4.3.6. Complete login and logout procedures accurately
- 4.4. Apply skills to role-play service applications
  - 4.4.1. Respond to a request for information
  - 4.4.2. Manage a customer complaint

4.4.3. Schedule appointments

4.4.4. Respond to account inquires and problems

4.4.5. Respond to product/service information requests

4.4.6. Address any customer issues or concerns