



SkillsUSA Championships
Customer Service Event

District Level 2022

SkillsUSA Championships Customer Service District Event 2022

State Director and Contest Chair Instructions

- Print pages 3-5 of this document. There needs to be enough copies for one per competitor. Also print 3 copies of the menu (pages 8 & 9) for each contestant. The contest chair will give these instructions to the competitor upon arrival at the contest room, 30 minutes before the appointment time. Page 3 should be given to the contestants at orientation. Pages 4-5 and 8-9 are to be given to the contestants when they arrive at the contest site, 30 minutes prior to their appointment time.
- Print page 3-9 of this document. This is the judge's packet and there should be enough copies for one per judge.
- Contestants are given a written test at the state and national levels. There is not a test at the district level.

At orientation

- Contestants are assigned (or draw) numbers for presentation. Contestants are to report to the online holding room 30 minutes prior to their appointment time.

On contest day and the contest site

- Assign numbers to each judge to correspond with the role play scenario in the pages that follow.
- Give the judges pages and rating sheets to the judges.
- In the event there are less than 3 judges, a judge may play more than one role, however, no judge should play two consecutive roles. For example, one judge could play roles 1 and 3 but not 1 and 2.
- Pass out the contest handouts as they arrive (30 minutes before their reporting time). The competitors will use these materials to prepare for their role play. This can be put into the Chat on Zoom.
- All the judges should be in the competition room with the competitor, but all should remain muted with their visual off until it is their time to interact with the contestant. Only the judge who is interacting should be visible to the contestant, but all judges should be able to hear what is being said without commenting.

SkillsUSA Championships
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District Level Project 2020

Contestant Instructions

Arrival:

You are expected log-in to the contest and check in with the SkillsUSA Technical Committee **30 minutes before** your appointment time. The Technical Committee member will be online. You should be ready to start upon your arrival. If the contest is ahead of schedule, you may be asked to start prior to the appointed time. Any contestant not present when called will miss the competition and no make-up will be given.

Materials to bring:

- Pen or Pencil
- The scenario that is included in this packet. If you forget the scenario material no new material will be provided. **You are required to leave the scenario with the judge before leaving the competition room.**
- Contestants are not permitted to bring food, drink or electronic equipment into the competition room.

Competition Room Rules:

Wait in the holding room until the judge brings you into the competition room. You will be given a minute to enter, go to the demonstration area and become acquainted with the “set” for competition. The demonstration will last for 10 minutes during which time you will be presented with various customer service activities. After completion of the demonstration, you will be moved from the room by one of the committee members. Please remember that you are being judged from the moment you enter until you leave the competition room.

Scenario:

You are a counter clerk at **SkillsUSA Burgers and Dogs!** Your counter will be busy as it will be lunch time. Please study the scenario information that will be given to you when you arrive at the contest site, so that you will be ready to start the demonstration as soon as you enter the room. You are expected to be familiar with the company’s policies, procedures and services before you enter the competition room.

Judging Criteria: the criteria on which you will be judged are the following:

- Greeting and Introduction
- Voice (Pitch, Tempo, Volume). Remember, if the judges cannot hear you, they cannot score you.
- Mechanics (Diction, Grammar, Pronunciation)
- Politeness
- Appearance, Grooming
- Personal Deportment (Poise, Eye Contact, Mannerisms)
- Maturity in Answers to Questions
- Enthusiasm
- Personal Salesmanship (Self-Confidence and Persuasiveness)
- Participation

SkillsUSA Burgers and Dogs!
A National Fast-Food Chain
Ellie Welsh, General Manager
123 Main St.

615-555-8422

About the company

SkillsUSA Burgers and Dogs! Is the largest fast-food restaurant in your town. You have a very popular menu and are known for your quick service. You are the first contact that a customer has with your restaurant, so you are expected to be nice, friendly and very efficient in taking orders and entering the orders and any special requests for the order.

You provide the items listed on the attached menu. The menu contains a plain hamburger or hot dog, a build your own hamburger or hot dog and several specialty burgers and dogs. The plain options are just that, plain. The specialty options cannot be modified. The build you own options are how the customer can make choices. You may have to help the customer with the options they want. In addition to the sandwiches, SkillsUSA Burgers and Dogs! has numerous sides, drinks and desserts available.

The best deal for a customer is to order a combo. Your combo consists of a sandwich, fries and a drink for a special price. The company will occasionally offer special seasonal sandwiches that have become popular. Right now, there are no seasonal sandwiches available.

Use copies of the menu (provided by the contest staff) to mark up the order you are given. Ignore the costs, you are just taking the customer's order with no money involved.

It is store policy that once an order is given, you are to repeat the order back to the customer to insure accuracy. Once the customer confirms what you have is correct, give the customer a number (1,2, or 3) with the instructions that you will call the order number when it is ready.

Your General Manager, Ellie Welsh, has been called to the district office for an emergency managers meeting. The rumor is due to the inclement weather you have been experiencing some supplies (food items or others) may run out, but that has not been confirmed. Ellie will let you know when she returns from the meeting. The lunch manager is Gracie Davis. Unfortunately, just after Ellie left, Gracie called. She has COVID and cannot come in. That means you, as the senior clerk, are in charge until Ellie returns.

Be sure to review the attached menu

You will interact with the following customers.

- Mr./MS. Silver is a very regular customer who you should recognize.
- Mr./MS. Gibson is a returning customer who normally comes in later in the day, so you do not know him/her.
- Mr./MS. Johnson is someone who is coming in for the very first time.