

**MTCHS Tech Fair  
Customer Service Contest  
Judge's Scorecard**

Contestant Name: \_\_\_\_\_

Instructions: Observe the contestant during the scenario and rate their performance based on the following criteria:

<b>Criteria</b>	<b>Rating: 1 (low) - 10 (high)</b>	<b>Notes</b>
Greeting and Introduction		
Awareness		
Take Responsibility		
Offer of additional Product/Services Information		
Empathy		
Active Listening Skills		
Ask Questions for Clarification		
Recommend Multiple Solutions		
Good Manners & Politeness		
Clear Verbal Communications		
<b>Total Score: (100 points possible)</b>		