

Doggy Walker - Customer Service Judge

Your job during the contest is to:

1. Observe the contestant during the scenario and judge their performance based on the following criteria.
 - a. Did the contestant greet the customers (both phone customer and irate customer)?
 - b. How was the contestant's voice (pitch, tempo, volume)?
 - c. Did the contest use proper mechanics (diction, grammar, pronunciation)?
 - d. Was the contestant polite to the customers?
 - e. How was the contestant's appearance?
 - f. How was the contestant's demeanor (poise, eye contact, mannerism)?
 - g. Did the contestant answer the question with maturity?
 - h. Was the contestant enthusiastic?
 - i. Did the contestant have personal salesmanship (confidant and persuasiveness)?
 - j. Did the contestant actively participate?