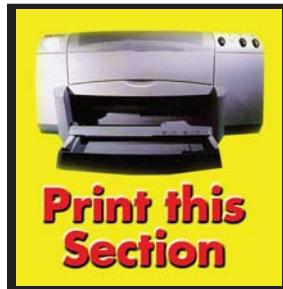


SkillsUSA 2009 Contest Projects

Customer Service



Click the “Print this Section” button above to automatically print the specifications for this contest. Make sure your printer is turned on before pressing the button.

CONTESTANT ORIENTATION

TUESDAY, JUNE 23 -- 11:00 AM - 12 PM - BARTLE HALL, RM 2102B

- Welcome! **Congratulations on qualifying** for the National Customer Service contest.
- If anyone has not **checked in** at the table you should do so now.
- Be sure to submit a printed copy of your **resume**.
- Each of you should be in **SkillsUSA official wear for this meeting**. This was added a few years ago for the Orientation for your benefit. Make sure you have the correct attire prior to arrival at the contest. **READ CLOTHING REQUIREMENT**
- Let my **colleagues serving in your behalf introduce themselves**.
- National Education Team: **Elyda Thaxton and Wayne White**
- National Technical Committee: **Teresa Mankin, Wiley Publishing**
Anita Parks, Business & Industry Training Coordinator
- First, we would like to **review** the Customer Service **contest and procedures** we will follow
- Today after reviewing our expectations for each contestant you will **take the Customer Service written exam**. This exam has been **provided by ETA International**. Those who pass this exam will earn the **Customer Service Specialist professional certification**. *75%*
- **Tomorrow** - contest **begins** in the morning at **8:00 AM in Room 2431**. Take the time today to **locate your contestant area** so you can arrive on time.
- Again, you should arrive in SkillsUSA Official Wear.
- As each of you checked in today you should have **drawn for the time to compete tomorrow**.
- **Two sets of judges** conducting separate contests. Those of you with numbers **1-22** will compete in one staging area, those with a **2.1-2.22** will compete in an adjacent area.
- **Post-secondary** contestants will complete their contest tomorrow.
- **Secondary FINALISTS** will be posted along with other leadership finalists at **6 pm** on the 2100 Lobby doors and the SkillsUSA website. **ALL FINALISTS** should report at 8 am on Thursday to check your estimated contest time. Again, be sure to arrive 30 minutes early.

- **REVIEW CONTEST STANDARDS**
- **EQUIPMENT AND MATERIALS (review)**
 - * Supplied by technical committee
 - * Supplied by contestant (failure to bring these will result in a 2 pt deduction per item)
- **Questions?**
- **SKILL PERFORMANCE (READ)**
- **CONTEST GUIDELINES (READ)**
- **STANDARDS AND COMPETENCIES**
(you should be familiar with each of these items to fully prepare)
- You will have the opportunity to acquaint yourself with the contest staging area set-up before judging begins
- **SCORECARD (REVIEW)**
- **AFTER YOU COMPLETE YOUR CONTEST**
DO NOT SHARE THE DETAILS OF THE CONTEST WITH ANYONE
(this will result in disqualification)
- **PLEASE ATTEND THE DEBRIEFING THURSDAY AT 4 PM IN ROOM 2208**
- This will give you the opportunity to hear what you **did really well and where the judges saw areas of weakness**. Information about specific contestants will not be shared. You will also receive an **industry award** at this meeting.
- **QUESTIONS?**
- **TAKE WRITTEN EXAM** (please give your test to Ms Mankin as you leave the room)
- * Cell phones off
- o Tour of contest area



Company History

There was a time when Lonnie Lombardi spent his summers mowing yards. He enjoyed the money he received for his work but mostly he enjoyed the results—a nicely trimmed lawn. In 1980 he started his own lawn care business, Yard Wars. He serviced both residential and commercial clients, whose numbers increased each year to the point that he was sending out three different crews throughout the metropolitan area.

Soon Big Lonnie, as we is known by almost everyone, had plenty of money to invest in other enterprises. He stayed within the lawn care area, opening Big Lonnie's Lawns R Us in 1986 at its current location, 4911 Cleanedge Avenue, Metro, USA. He carried mostly push mowers and edgers, but soon realized that there was more profit to be made in lawn tractors. He made the economic decision to limit his inventory to Bolen, Troy-Bilt, Yard Machines and Yard Man, while continuing to carry a few Bolen, Honda, and Tecumseh push mowers.

In 1999 Big Lonnie opened up a store in Nextdoor and added a line of patio furniture, a move that has paid off well for him. He is planning on opening a third location in AroundTheCorner next year. Three years ago he turned over Yard Wars to his son Little Lonnie and all lawn care requests that come in are handled through them.

The store hours are from 9:00 a.m. to 8:00 p.m., Monday through Saturday. Your scheduled work hours are from 9:00 a.m. to 5:00 p.m., Monday through Friday. You are allowed one hour for a lunch break and a ten minute break in the morning and a ten minute break in the afternoon. If you are asked to work overtime you will be compensated at one and a half times your current hourly wage. You will also be given time off, with pay, for the following holidays: New Year's Day, Fourth of July, Thanksgiving, Christmas Eve and Day, and the actual day of your birthday. If you birthday falls during the weekend you may choose the closest Monday or Friday as your day off. After one calendar year of your hire with the company you will receive a one week paid vacation. Two days of vacation will be added for each calendar year of service up to three weeks total.

Company Policy

POINT OF PURCHASE

Check the inventory list to make sure the product that the customer desires is in stock. It takes three working days to acquire out-of-stock items. Be sure to take the Stock Number Card with you when completing the customer's receipt and enter that number in the appropriate column.

PROMOTIONS

Big Lonnie's conducts several promotional discounts throughout the year. It is extremely important that the expiration date is verified before accepting any discount coupons. Store coupons cannot be used in conjunction with any manufacturer's discounts. Big Lonnie's also offers some major discounts on some of the items in stock through special advertisements in the newspaper.

PAYMENTS

The local sales tax is 7% and must be added to all sales, but not on service. Any customer wishing tax exempt status must present an official tax exempt letter with a proper tax exempt number. Customers paying by check must present a current, valid state driver's license. License number and check number should be written on the customer's receipt. All checks should be made payable to Big Lonnie's Lawns R Us. Absolutely no out-of-state checks will be accepted.

WARRANTIES

All items carry a manufacturer's warranty (two or four years) depending on the product, which covers missing items or manufacturer's defects. It is encouraged that customers are given the opportunity to acquire the additional Big Lonnie's Warranty for an additional two years, at 10% of the item's cost.

RETURNS

Big Lonnie's accepts returns or exchanges up to 30 days from the original purchase. Customers may trade-in any item purchased at Big Lonnie's and receive a discount toward the purchase of an upgraded new product. A missing item, or damaged product fee will be charged for any product missing accessories, and/or manuals. The original receipt is required for ALL returns, exchanges, and warranty repair services. For cash purchases over \$250 and check purchases over \$100, refunds will be processed by check from the office within ten business days of the return.

DELIVERIES AND PICK-UP

Customer must be at home, or state a responsible person over 18 at the time of delivery and/or pick-up. Customer's information including: name, phone number, and address should be entered on the Delivery Schedule Form by the salesperson at the time of the sale. Deliveries will be made at the earliest possible time that is convenient for the customer. Deliveries and pick-ups are based on the following geographic locations and days, between the hours of 9:00 a.m. and 6:00 p.m.

Monday: Northwest
Tuesday: Southwest

Wednesday: Northeast
Thursday: Southeast

Friday: All Reschedules and
Special Deliveries



STORE INVENTORY

LAWN TRACTORS

Brand	Motor	Size	Model/Description	Warranty	Price	Stock
Bolen	17.5 HP	42"	Autodrive Transmission	2 yr.	\$ 899	3
Bolen	20 HP	46"	Hydrostatic Transmission*	2 yr.	\$1,199	2
Bolen	22 HP	46"	Hydrostatic Transmission*	2 yr.	\$1,499	2
Troy-Bilt	18 HP	42"	Autodrive Transmission	4 yr.	\$ 999	3
Troy-Bilt	20 HP	42"	Autodrive Transmission	4 yr.	\$1,299	2
Yard Man	18 HP	42"	Autodrive Transmission	4 yr.	\$ 849	2
Yard Man	20 HP	42"	Hydrostatic Transmission*	4 yr.	\$1,149	2
Yard Man	22 HP	46"	Hydrostatic Transmission*	4 yr.	\$1,149	2
Yard Machine	13.5 HP	38"	Shift-On-The-Go	2 yr.	\$ 449	3
Yard Machine	15.5 HP	42"	Shift-On-The-Go	2 yr.	\$ 549	3
Yard Machine	17.5 HP	42"	Shift-On-The-Go	2 yr.	\$ 849	3
Yard Machine	20 HP	42"	Shift-On-The-Go	2 yr.	\$1,149	3

*Hydrostatic Transmissions produce fast responses and maintain precise speeds where variable output is required. They also increase available torque without shifting gears.

POWER MOWERS

Brand	Motor	Size	Warranty	Price	Stock
Bolen	190cc	21"	2 yr.	\$ 239	4
Bolen	190cc	20"	2 yr.	\$ 219	4
Honda	160cc	21"	4 yr.	\$ 199	3
Honda	160cc	21"	4 yr.	\$ 209	4
Honda	160cc	20"	4 yr.	\$ 179	3
Tecumseh	148cc	22"	2 yr.	\$ 129	4

EDGERS

Brand	Motor	Size	Price	Stock
Black & Decker	18 Volt	12"	\$ 97	4
Poulan	22 cc		\$ 169	2
Poulan	31 cc		\$ 119	3
Poulan	3.7 amp	12"	\$ 34	0

PATIO FURNITURE

Description	Size	Details	Price	Stock
White Modern	36" Table	4 - Cushioned Chairs	\$ 399	3
Putty H Dinette	36" Table	4 - 5" Cushions	\$ 562	4
White Sling	36" Table	4 - Sling Chairs	\$ 615	3
Putty H Frame	36" Table	4 - Bar Height Chairs	\$ 854	3
Putty H Sling	36" Table	4 - Bar Sling Chairs	\$ 158	4
Tea Cart	28" x 15" x 30"	2 - Shelves	\$ 63	3
End Table	17" x 22" x 19"		\$ 23	2

CUSTOMER SERVICE SCRIPT FOR 2009

[Contestant starts out at desk. Phone rings.]

Contestant: "Hello. This is Big Lonnie's Lawns R Us, my name is _____, How may I help you?"

Darcy: "I hope you can. My husband's riding lawn mower has quit and our lawn is very tall. I'm afraid to let our four year old in the yard."

Contestant: *Should ask for her complete name and if they bought the tractor at Big Lonnie's.*

Darcy: "I am Darcy Pickett. My husband's name is Wilson. We bought the tractor from you a little over a year ago."

Contestant: *Should ask what model it is and mention that it should be under warranty. Should also ask what part of city they are in.*

Darcy: "It's a Yardman 46", 22 horsepower. We live in the SE part of town.

Contestant: *Should confer with schedule and inform her that they can't pick up until next Thursday. **IF NOT, Darcy should ask about pick up.***

Darcy: "Wow. That is a week away and the grass is already even with the front windows. Do you know of anyone who does lawn care?"

[Susie and Jeff enter the store. Contestant should excuse themselves on phone with Darcy for a brief moment and tell walk ins they will be right with them.]

Contestant: *Should apologize for the interruption and then tell Darcy about Little Lonnie's Yard Wars and get her exact address and phone number for Little Lonnie to contact her. Should also mention that she will need the receipt and copy of the warranty when the lawn tractor is picked up.*

Darcy: **IF NOT prompted for receipt and warranty—ask about what she will need. If prompted,** "I'm sure we have them around here somewhere, my husband never throws away anything."

Contestant: *Should thank Darcy, hang up and turn attention to walk ins, welcoming them to Big Lonnie's and providing their name and asking the walk ins their names.*

Jeff: I'm Jeff Gardner and this is my wife Susie. I see by your sign that you're the lawn tractor headquarters for the world and it just so happens that I need a lawn tractor."

Contestant: *Should walk them over to the lawn tractor section and ask them if there's any particular model or features they are looking for.*

Jeff: "Not really. This is my first riding mower."

Susie: "Our yard isn't too big; but it does take some time to mow."
[wanders over to lawn furniture section]

Contestant: *Should mention the range of horsepower and/ or cutting radius and/or price range....something to find out what Jeff needs.*

Jeff: "I wasn't looking to spend much—under \$1000. Are these Yard Machines pretty good?"

Contestant: *Should assure him that they are reliable and that Big Lonnie's takes trade ins if they would like to upgrade later.*

Jeff: "I think I might go with that 15.5 horsepower. [If trade ins are not mentioned...] I can always trade it in, right?"

Contestant: *Should answer yes to question*

Susie: "Great, can they deliver the new patio furniture at the same time?"

Jeff: "What furniture?"

Susie: "Look at this. *(She pulls him by the arm to show him the Putty Dinette for \$562.)* These chairs are fantastic. If you're getting a riding mower I can get something to sit on to watch you mow. Besides I've got a coupon." *(She takes out the expired 5% discount coupon.)*

Jeff: "All right. You better ring us up before she sees something else."
(Reese Tiller walks in. Contestants should acknowledge him, telling him to look around, or something similar, and that they will be right with him. If they do NOT acknowledge him he should leave in a little while.)

Contestant: *Should ask if the Gardner's are paying by cash, check, or credit card. (They're paying by check.) They should ask for driver's license and also notice that her coupon is expired. (There are current coupons on the desk for \$50 off any purchase over \$500.)*

Contestant: Should mention that there is a two year warranty on the lawn tractor and that Jeff could get an extended warranty of another two years for 10% of the value of the lawn tractor, or \$54.90.

Jeff: *(If the extended warranty is mentioned.)* "Since I may be trading it in before then, I don't think I really need it."

Contestant: *Should say that is fine, or something similar, and write the following information, along with name, address, phone on one of the receipt forms...*

Yard Machine 15.5 HP \$549.00

Putty Dinette \$562.00

Coupon Discount -50.00

Subtotal \$1,061.00

Tax @ 7% \$74.27

Total \$1,135.27

Susie: "Can I make this out to just Big Lonnie's?"

Contestant: *Should tell her that is fine and write the license number on the check and the check number on the receipt. Also should ask what part of town they live in to schedule the delivery.*

Susie: *(If delivery is mentioned, if NOT, should keep quiet.)* "We live in the NW part of the city."

Contestant: Should assure Reese that they will be with him shortly. Also should check the schedule and see their area is on the Monday delivery and all the afternoon slots are open, so they should ask what time would be good."

Jeff: *(If delivery is being discussed.)* "I can arrange to be there at 4pm."

Contestant: *Should thank them for shopping at Big Lonnie's, possibly give them a business card, and then turn their attention to Reese, asking him how they may help him.*

Reese: "I'm Reese Tiller and I'm checking the prices on some push mowers today."

Contestant: *Should make sure he knows where push mower section is if he hasn't found it by then and point out some of the features to him.*

(Phone rings.)

Contestant: *Should sincerely excuse themselves from customer to answer phone.*

Reese: "That's quite all right, I'm not in any hurry today."

Jensen: "This is Jensen Cartwright and I want you to know you all have really messed me over."

Contestant: *Should ask for phone number to return call, explaining that they are the only one in the store.*

Jensen: "I don't care if you've got an army there! I've been buying equipment from you all for over ten years and Lonnie sends me out this piece of junk. Made me look like a fool!"

Contestant: *Should apologize for the situation and assure him that Big Lonnie will return his call as soon as he gets into the store. And ask for the number one more time*

Jensen: "It's 349-8981!" *(Very quickly.)*

Contestants: *Should politely ask for the number again if they weren't able to write it down the first time.*

Jensen: *(Slower if necessary.)* "349-8981. If Big Lonnie doesn't return my call in five minutes I'm coming down there!"

Contestant: *Should let Jensen know that Big Lonnie will call him back quickly and go back to Reese, regretting the interruption and asking if he has decided on a mower yet.*

Reese: "I've been looking at these riding mowers too, really nice. What's this hydrostatic transmission?"

Contestant: *Should explain something about the hydrostatic (may refer to notes if necessary). It should include something from the following... Produces fast responses and maintains precise speeds where variable output speed is required. It increases available torque without shifting gears.*

Reese: "I do have an appointment to keep, but I really am going to consider one of these riding mowers."

Contestant: *Should say something like remember us when you're ready to buy and should probably give him a business card as he's leaving the store.*

Big Lonnie: *(Enters as Reese leaves.)* "How's everything going? Really appreciate you watching things."

Contestant: *Should tell about Jensen's call and give him the phone number.*