**2023 ULSC**

**Customer Service**

**Letter**

Welcome to the 2023 ULSC Customer Service Competition. The following is important information concerning the contest.

1. **Time & Location of Competition:**
	* March 24, 9 a.m., SLCC Redwood Campus, CT, Rm 202 & Rm 206
2. **Arrival at competition room and expectations:**
	* Arrival: You are expected to arrive and check in no later than 9 a.m. You should be in proper SkillsUSA dress and ready to start. You will draw numbers for your order and will be called out of the waiting area and into the competition room when it is your turn. You should not leave the area until you have completed the scenario.
	* Bring a pen or pencil, and the attached Competitor Folder. (No food, drink, phones, smart watches, or observers in the waiting area or competition room.)
	* All contestants will be given a final 15 minutes to the Competition Folder, if needed, before turning them over to the judges. You will receive your own folder back after your competition.
	* If you forget your Competition Folder, one will *not* be provided to you.
	* While waiting, do not discuss the contest materials with other contestants.
3. **Scenario:**
	* When you start, you are to assume that it is 8 a.m. and you have just opened the office for business.
4. **Competition Room Rules:**
	* Wait outside the competition room until a judge escorts you into the room. You will then be given one minute to enter, go to the demonstration area become acquainted with the "set" for the competition. The demonstration will last 10-15 minutes during which time you will be presented with various customer service activities related to your contest materials. After completion of the demonstration, you will be escorted from the room by one of the judges. Please remember that you are being judged from the moment you enter until you leave the competition room.
	* A copy of the “Residential & Commercial Pricing Sheet” will be available in the competition room in a folder labeled “Company Information.” **You may refer to this document during your competition while staying in character!**
5. **Scenario:**
	* You will be role playing a customer service representative for a company. Please study the enclosed scenario information 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 history, policies, procedures, and services before you come to the competition room.
6. **Judging Criteria:**
	* The following will be judged for EACH customer interaction, along with judge interaction(s):
		+ Greeting & Introduction
		+ Awareness/Composure
		+ Take Responsibility
		+ Additional Information
		+ Active Listening Skills & Empathy
		+ Control of Conversation & Recommend Multiple Solutions
		+ Ask Questions for Clarification
		+ Adherence to Store Policy
		+ Appearance/Grooming/Good Manners
		+ Word Choice/Clear Verbal Communication
		+ Summarization