



SKILLSUSA MISSOURI CHAMPIONSHIPS
CUSTOMER SERVICE EVENT

2019

SkillsUSA Championships
Customer Service Event
State Level Project 2019

Contestant Instructions

Arrival:

You are expected to arrive and check-in with the SkillsUSA Technical Committee no later than 8AM on Friday, April 6th. Please ensure you bring your resume and are prepared to take the SkillsUSA knowledge test.

You are expected to arrive and check in with the SkillsUSA representative 15 minutes before your appointed time. The representative will be outside the competition room. You should be in proper SkillsUSA dress and ready to start. 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 or drink into the competition room.

Setting for Demonstration:

When you start the demonstration, you are to assume that it is 8:00am and you have just opened the office for business.

Competition Room Rules:

Wait outside the competition room until the judge escorts you into the 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 escorted from the room by one of the committee or courtesy corps members. Please remember that you are being judged from the moment you enter until your leave the competition room.

Scenario:

You will be role playing a customer service representative from 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.

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 Auto Repair
James Nixon, Owner
123 Main St.

615-478-AUTO (2886)

About the company

SkillsUSA Auto Repair has been serving customers on Main St. since 2004. Mr. Nixon is our owner. He employs 4 auto techs, an office manager who serves as the bookkeeper and scheduler and the receptionist who also answers the phone and serves as the customer service representative. SkillsUSA Auto Repair will work on any American made car and specializes in routine maintenance and repair such as oil changes, tire sales, mounting and balancing, alignment, tune-ups, electrical issues, brakes, transmissions and audio installations. We do not do any body work but can recommend a good body shop just down the street. All of the techs are ASE certified. Because we are a small shop, we cannot stock all parts for all cars, thus, there may be a wait time while we order parts to be shipped to the shop. The shop is open 7:00 am – 7:00 pm Monday through Friday and from 9:00 am – 2:00 pm on Saturday. The shop is closed on Sundays and holidays.

The shop is contracted by the city to plow Main St. (12 blocks in town) following a snow storm. Two of the techs have large pick ups and the shop owns the plows that can be mounted on the front of their trucks. Two of the techs wives also work for the city as school bus drivers for the elementary school.

Auto Repair Pricing *

Front End Alignment	\$ 99.00	3 hours
Oil change with up to 5 quarts	\$ 45.00	1 hour
Tire Mounting and balancing	\$ 25.00/tire	1 hour
Tire Rotation	\$ 49.00	1 hour
Engine tune-up	\$ 55.00	2 hours
Replace brake drum	\$ 89.00 each	3 hours
Audio installation (radio)	\$ 90.00	2 hours
Audio installation (CD)	\$ 85.00	2 hours
GPS installation	\$145.00	3 hours

* All pricing includes parts needed. Labor is extra at \$25.00 per hour or part of an hour.