

**Customer Service
MO SkillsUSA 2019
Tool List**

Supplied by the contestant:

- Pencil and ballpoint pen
- Paper: legal pad or spiral notebook (optional)
- Calculator (optional)
- Resume

Company Information:

Contest-specific company information will be available at <http://www.statetechmo.edu/skillsusa/tools.php> under the “Customer Service” link by March 22.

Pre-Contest Meeting & Contest Logistics:

Date: Friday, April 5

Time: 8:00 a.m. – 8:45 a.m.

Pre-Contest Meeting & Contest Location: Nilges Tech Center - Room 210 - STC (4)

Pre-Contest Agenda: Rules and procedures will be discussed, and the PDP Knowledge Exam will be given. Resumes are due at the time of the Pre-Contest Meeting.

Contest Agenda: Each contestant will participate in the contest for approximately 20 minutes. After competing, each contestant will take the Customer Service written exam and complete a survey in a holding room.

Remember to prepare for the Professional Development Program (PDP) Knowledge test!