

# CUSTOMER SERVICE

CLUSTER: All

PARTICIPATION TYPE: Individual

LEVEL: National Contest

CONTEST TYPE: Occupationally Related Contest

CONTESTANT LIMIT: 1 per Advisor

CONTESTANT TYPE: High School

ELIGIBILITY: Open to active SkillsUSA members.

## CUSTOMER SERVICE

The contest evaluates students' proficiency in providing customer service. The contest involves live, role-playing situations. Contestants demonstrate their ability to perform customer service in both written and oral forms including telephone and computer skills, communications, problem solving, conflict resolution and business etiquette.



*The SkillsUSA South Carolina Championships follow the current edition of the SkillsUSA National Technical Standards. These are available to professional members (advisors and teachers) following membership registration. Please check the State Updates that will be posted as received by the Technical Chairs related to changes to the competition related to state level competition.*