

**2010 MICHIGAN SKILLS USA CHAMPIONS  
CONTEST: CUSTOMER SERVICE**

**Task to be performed:**

Contestants will be asked to demonstrate in 8-10 minutes their ability to provide customer service in both written and oral form within a live, role-play scenario(s). The tasks include communications, telephone skills, problem solving, and conflict resolution and business etiquette.

**Supplied by SkillsUSA Michigan technical committee:**

Workspace with table, chair, telephone, and all necessary forms and/or props.

**Supplied by the contestant:**

One page written resume  
Pencil and ball point pen  
Paper (legal pad or spiral notebook)  
Calculator

**Dress Code:**

Polo shirt, tucked in  
Dress pants (no cargo pants)  
Dress shoes  
Dress belt  
Dress socks  
No jewelry (dress watch acceptable)

Revised 12/14/09

