

**2012 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, 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 1/4/12

