

**SkillsUSA Championships
Customer Service Event
State Project 2022**

Contestant Instructions

Arrival:

You are expected to arrive and check-in with the SkillsUSA Technical Committee **30 minutes before** your appointment time. The Technical Committee member will be outside the competition room. You should be in proper contest dress and ready to start upon your arrival. 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. **NOTE: You are required to leave the scenario with the judge before leaving the competition room.**
- Contestants may not bring food, drink, or electronic equipment into the competition room.

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 you leave the competition room.

Scenario:

You will be role playing a customer service representative from a company. Please study the scenario information that will be given to you when you arrive at the contest site and be ready to start the demonstration as soon as you enter the room. You are expected to be familiar with the company’s policies, procedures, and services before you enter 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

Welsh Child Care Center
Josie Welsh, Manager
123 Main St.

615-47C-HILD (615-472-4453)

About the center

Welsh Child Care is a private and state-licensed childcare facility located in a ranch house that sits next to a church. The living area of the house has been renovated to be the activity area of the center. The kitchen is used for feeding. The bedrooms have been opened to have a place for the children's nap time, with the smallest bedroom serving as an office.

You are the receptionist for the center. You check the children in and out, respond to questions and concerns of the parents, and answer the phone. Once the children are all checked in, you work in the kitchen preparing the meal and snacks served during the day. There are two teachers employed as well as the owner/manager (Ms. Welsh).

You are limited to 25 children at any time because of the state regulations on childcare centers. The physical space you have will not allow you to serve more than 25 children. Your center has an outstanding reputation in the community and there are many parents who want to place their children at the center. As a result, there is always a waiting list for admissions. Today, the waiting list has 10 children on it. Your policy is to admit children in the order they were added to the list. Under normal circumstances, it usually takes 5 to 6 months for 10 children to be accepted. Since an additional child would be #11, it will take 6 or more months to get this child enrolled.

Welsh Child Care Center serves children 12 months through age 5. You know that two of the children currently enrolled will have their 5th birthday in a little over a month, thus there will be 2 openings in approximately 4 to 6 weeks. The openings will be filled from the waiting list.

The Welsh Child Care Center does give preference to children coming from families who already have a child enrolled. If the enrollment is under 25, a 2nd or 3rd child from a family in good standing will be enrolled immediately. However, if the center is full (25 children) and a child cannot be enrolled immediately, the 2nd child from a family in good standing will be put to the top of the waiting list.

If someone wants to either enroll a child or add a name to the waiting list, be sure to get contact information from the parent, as well as the name and age of the child.

Today's situation in the Center:

- The manager/owner (Ms. Welsh) is out at a meeting.
- The teacher is occupied in the activity area with the children. She cannot leave since the manager is out.
- Your responsibility is to assist each customer, whether it is in person or on the phone, and do your best to make all the customers happy. Since the manager is out, you are totally on your own to handle all issues.

Center Services and Charges

- The Center serves children 12 months through age 5.
- The Center is open from 7:30 a.m. to 5:00 p.m., Monday through Friday. The center is closed on the weekends and legal holidays.

- The Center charges \$850.00 per month. Payment is due by the 25th of the month for the next month.
- A second child from the same family is charged \$800.00 per month, and a 3rd child from the same family is charged \$750.00 per month.
- If a child is not brought to the Center due to illness, a family vacation, or for any other reason, the fees must still be paid. A family's failure to pay the fees will cause a child to be dropped from the Center and replaced by the next child on the waiting list.
- The Center closes daily at 5 p.m. Parents are responsible to pick up their children no later than 5:15 p.m. Parents who come later than 5:15 p.m. will be charged a \$35.00 late pick-up fee and this will be added to their bill. Children will be dropped by the Center if late pick-up becomes a habit.

You will interact with the following customers:

- Mr./Ms. Davis — This is a new customer who needs help from the Center.
- Mr./Ms. Wilkins — This is a parent whose child is currently enrolled at the Center.
- Mr./Ms. Johnson — This is a telephone customer who has never been involved with the Center.