



Customer Service

Description

This is a role play event where one team or individual and one JUDGE will role play together. Teams or individuals will have prepared solutions to the scenario ahead of time. Students may use notes and bring prop materials. Up to 5 minutes is allowed for the team or individual to role play with the judge to demonstrate how they would solve the situation.

Type of Event

This event is meant for an individual or a team.

Guidelines

- Presentation cannot be longer than five minutes.
- Teachers may not coach students during presentations.

Technology Notes

- Students will give presentations using their own device. **NO technology will be provided the day of the event.**
- Please **do not bring projectors** - students will present using their individual computer screens.
- If no device is available, students should provide printed presentations for judging.

Evaluation

- Students will be scored using the rubric on the following page. Please review rubric for specific criteria to include in presentation.
- In every event, students are expected to present themselves in a professional manner.
- Following the role-play, judges will evaluate each team's performance according to the rubric. The rubric is attached and should be reviewed prior to the start of the role-play. Teams will receive **one** score for the entire team.

Accommodations

- Appropriate and reasonable accommodations will be made to address individual student needs. Requests must be made in DLG when registering for the conference. At the time of registration, please also contact Ashlin Montgomery, (SC)² State Advisor at: amontgomery12@cherrycreekschools.org to initiate the required board approval process for accommodations.

Scoring

- **Competitors with the top three scores in this event will receive a gold, silver, or bronze medal.**

All students:

- Scoring between 100-90 will receive a gold certificate
- Scoring between 89-80 will receive a silver certificate
- Scoring between 79-70 will receive a bronze certificate
- Scoring 69 and below will receive a participation certificate



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Grading Rubric

What is being evaluated:	EXCELLENT	ABOVE AVERAGE	AVERAGE	LIMITED	Points Awarded
Identification of 3 possible options to satisfy customer	<p>30</p> <p>Options must be realistic and implementable. Long-term impact of each option must be explained in terms of:</p> <ul style="list-style-type: none"> Public relations Profitability (cost-benefit analysis) Employee morale Overall long-term business success 	<p>29-24</p> <ul style="list-style-type: none"> Completed all parts but only for 2 options <p>OR</p> <ul style="list-style-type: none"> Offered 3 options but 1 or 2 areas of impact left out or completed inadequately 	<p>23-19</p> <ul style="list-style-type: none"> Completed all parts but only for 1 options <p>OR</p> <ul style="list-style-type: none"> Offered 3 options but 3 areas of impact left out or completed inadequately 	<p>18-0</p> <ul style="list-style-type: none"> Does not demonstrate proficiency in identifying possible options 	
Explanation of how each option would be presented to customer	<p>20</p> <ul style="list-style-type: none"> Demonstrates empathy Options are clearly explained to customer Uses professional language 	<p>19-15</p> <ul style="list-style-type: none"> Missing 1 element in explanation 	<p>14-10</p> <ul style="list-style-type: none"> Missing 2 elements in explanation 	<p>9-0</p> <ul style="list-style-type: none"> Does not demonstrate proficiency in explanations 	
Consequences of simply saying, "There's nothing I can do."	<p>20</p> <p>Identifies long-term results, addressing:</p> <ul style="list-style-type: none"> Public relations Profitability Employee morale Long-term success 	<p>19-15</p> <ul style="list-style-type: none"> 1 or 2 areas of impact left out or inadequately completed 	<p>14-10</p> <ul style="list-style-type: none"> 3 areas of impact left out or inadequately completed 	<p>9-0</p> <ul style="list-style-type: none"> Does not show proficiency in identifying implications of leaving a problem unsolved. 	
Opening and closing statements	<p>20</p> <ul style="list-style-type: none"> Demonstrates empathy Includes apology Clearly states an understanding of the problem Addresses desire to keep the customer's business Professionalism in speaking with customer 	<p>19-15</p> <ul style="list-style-type: none"> 1 or 2 elements missing or poorly demonstrated 	<p>14-10</p> <ul style="list-style-type: none"> 3 elements missing or poorly demonstrated 	<p>9-0</p> <ul style="list-style-type: none"> Does not demonstrate professional-level quality of work 	
Overall Quality	<p>10</p> <ul style="list-style-type: none"> Preparedness Confidence Logical sequence Enthusiasm Appropriate dress Eye contact with audience 	<p>9-8</p> <ul style="list-style-type: none"> Demonstrates 5 of 6 required attributes 	<p>7-6</p> <ul style="list-style-type: none"> Demonstrates 3 or 4 of 6 required attributes 	<p>5-0</p> <ul style="list-style-type: none"> Does not demonstrate professionalism in attitude or appearance 	

Final Score:

**Judges, please total scores using whole numbers only.
Please write additional comments on the reverse side of this paper.**