



**SkillsUSA California
Customer Service
2018 Regional Contest**

Description: 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.

Nature of the Contest: All contestants will report to the contest area at 7:30 am where you will be administered a written test. Upon completion of the test, you will be given a time to report back for the practical application portion of the contest. Report 15 minutes prior to your reported time to ensure the contest moves along smoothly. Any contestant that does not report by their given time will be disqualified. All contestants must download the scenario prior to reporting to the contest area. The sooner you download the scenario, the more time you have to prepare for your contest.

You can download the contest scenario here: <http://www.skillsusaca.org/content/CUS>