

**Franklin County CTC
District V Competition
February 15, 2010**

Contest: Customer Service

Contest Chairperson: Susan Mills
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EACH CONTESTANT IS REQUIRED TO SUBMIT A RESUME

Clothing and Safety Equipment Requirement:

For Men: Official red blazer, windbreaker-style jacket or sweater; black dress slacks; white dress shirt; plain black tie with no pattern or SkillsUSA black tie from Midwest Trophy; black socks and black shoes.

For women: Official red blazer or windbreaker-style jacket or sweater; black dress slacks or skirt with businesslike white, collarless blouse or white blouse with small, plain collar that may not extend onto the lapels of the blazer; black sheer or skin-tone hose and black shoes. To purchase official clothing, contact Midwest Trophy Manufacturing Co. Inc. by calling 800-324-5996 or order on-line at www.mtmrecognition.com/skillsusa/.

****Clothing cannot have the school or student name.**

Scope of Contest:

Written knowledge test
Written assessment
Role-playing situations

Equipment/Tools/Materials Provided by the Host School:

Workspace with table, chair, computer, telephone and customer reception area, flip chart and markers, telephone log, and telephone directory.

Equipment/Tools Provided by Contestant :

Pencil and ballpoint pen, paper (legal pad or spiral notebook), calculator (nonprogrammable), one-page-typewritten resume.

Other Equipment:

No cell phones or two way radios are permitted. If a contestant is found to have either in their possession he/she will be disqualified.

Special Instructions and Notes:

The host school and judges reserve the right to check all tool boxes and/or tools or materials prior to the contest. Any tools that they feel will give the contestant (in their opinion) an unfair advantage will not be permitted.