

Judge # _____

Contestant # _____

Customer Service Contest

Appearance and Grooming (Professional dress, hair, neatness of appearance)	10 pts	___
Greeting and introduction (Judges first impression)	15 pts	___
Customer#1 Greeting	15 pts	___
Customer#1 Solution	20 pts	___
Phone Skills (part1) Transition between Customers	10 pts	___
Phone Customer #2 Greeting	15pts	___
Phone Customer #2 Solution	20 pts	___
Customer #3 Greeting	15 pts	___
Customer #3 Solution	20 pts	___
Phone Skills (part 2) Transition between Customers	10 pts	___
Phone Customer #4 Greeting	15 pts	___
Customer #4 Records Information	10 pts	___
Customer #4 Solution	20 pts	___
Math Skills Percentages	15 pts	___
Overall Performance	40 pts	___

Sub-Total _____

Written Test _____ Clothing Penalty _____ TOTAL _____

Judge # _____

Contestant # _____

Customer Service Contest – Summary Sheet

Contestant Number _____

- Judge #1 _____
- Judge #2 _____
- Judge #3 _____
- Judge #4 _____
- Judge #5 _____
- **TOTAL** _____