

## SkillsUSA Arizona Leadership and Skills Conference Contest Info Sheet

The following are important contest points and Arizona updates. All contest rules may not be listed.  
Please consult the SkillsUSA Technical Standard for additional information.

Contest	Customer Service
Skill Performance	The contest involves live, role-playing situations that demonstrate the ability to perform customer service skills selected from the list of competencies as determined by the SkillsUSA Championships technical committee.
Team/Ind	Individual
Limits	2 per chapter
Date/Location/Start Time	April 13; PCC; Appointment Times Begin at 8 AM
Attire	Contest requires SkillsUSA Official Dress or business attire (T-Shirts and Jeans are NOT acceptable and may be penalized) Contestants may not wear any attire that shows school name
Resume	Copy of resume on-site required.
Chair Contact	
Supplied by Tech Committee	a. Workspace with table, chair, computer, telephone and customer reception area b. Flip chart and markers c. Telephone log, telephone directory
Supplied by Contestant	a. Pencil and ballpoint pen b. Paper (legal pad or spiral notebook) c. Calculator (nonprogrammable)
Other	