

CLIENT SERVICE

This event provides members with an opportunity to develop and demonstrate skills in interacting with internal and external clients to provide an outstanding client service experience. The client service consultant engages clients in conversations regarding products, handles inquiries, solves problems, and uncovers opportunities for additional assistance. Participants develop speaking ability and poise through presentation as well as critical thinking skills.

PERFORMANCE COMPETENCIES

Answer questions effectively
Demonstrate ability to make a businesslike presentation
Demonstrate good verbal communication skills
Provide ways for client to solve their problem
Translate case into effective, efficient, and spontaneous action

NBEA STANDARDS REINFORCED BY EVENT

Career Development: workplace expectations
Communication: foundations, employment

CAREER CLUSTER(S): *Business Management & Administration*

ELIGIBILITY

The top five winners at the winter regional conferences may enter this event. If a chapter has no winner in the top five, it may enter one participant in this event.

1. All participants must be members of the active local chapter on record in the FBLA state and national offices as paying dues by February 15.
2. Participants must be selected in accordance with the regulations of the local chapter and the state association.
3. Participants must not have won first place at a State Business Leadership Conference nor entered this event at a previous National Leadership Conference.
4. Participants failing to report on time for the event will not be permitted to compete.
5. Participants must adhere to the dress code established by the Board of Directors, or they will not be permitted to participate in the competitive event.

OVERVIEW

This event consists of an individual **interactive** simulation related to client service.

GUIDELINES

Preliminary Performance

1. Up to fifteen (15) finalists or an equal number from each group scoring highest on the preliminary performance will proceed to the final performance.
2. Participants will report to the preparation room fifteen (15) minutes before their performance time.
3. Ten (10) minutes before the performance, each participant will receive the scenario.
4. Two (2) note cards will be provided for each participant and may be used during the preparation and performance of the case. Information may be written on both sides of the note cards. Note cards will be collected following the presentation.
5. No reference materials, visual aids, or electronic devices may be brought to or used during the preparation or performance.
6. The participant has five (5) minutes to interact with a panel of judges and demonstrate how he/she would solve the problem. The judges will play the role of the second party in the presentation; refer to the case for specifics. This is a role-play event.
7. A timekeeper will stand at four (4) minutes and again at five (5) minutes.
8. The preliminary performance is not open to conference attendees.

Final Performance

The final guidelines are the same as the preliminary guidelines described above; and the final performance is open to conference attendees who are not performing participants of this event.

JUDGING

Presentations will be judged by a panel of judges. All judges' decisions are final.

STATE AWARDS

The number of awards presented at the State Business Leadership Conference is determined by judges and/or number of entries. The maximum number will be five (5).

NATIONAL ENTRIES

Washington State may enter two (2) state winners in national competition.



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Performance Rating Sheet

Preliminary Round

Final Round

Evaluation Item	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Content					
Scenario is understood and well-defined	0	1-5	6-10	11-15	
Participant's position is clearly stated	0	1-5	6-10	11-15	
Effective solution is offered	0	1-5	6-10	11-15	
Delivery					
Thoughts and statements are well organized and clearly stated	0	1-5	6-10	11-15	
Demonstrates self-confidence, poise, and good voice projection	0	1-3	4-7	8-10	
Demonstrates the ability to effectively answer questions	0	1-5	6-10	11-15	
Participant actively interacts with judges	0	1-5	6-10	11-15	
Subtotal					/100 max.
Penalty Deduct five (5) points for failure to follow guidelines.					
Dress Code Penalty Deduct five (5) points when dress code is not followed.					
Final Score					/100 max.

Student Name(s):			
School:			
Judge's Signature:		Date:	

Judge's Comments:

VERIFICATION
(scores checked)
 Administrator