

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.

Competencies

The performance will gauge ability to multitask, verbal communication skills, translation of case into effective, efficient, and spontaneous action, cooperation with others, decision-making and problem-solving skills, positive and outgoing personality, and responsibility, reliability and trustworthiness.

Business Education Curriculum Standards:

Career Development, Communication

Eligibility

Each chapter may enter members who are on record in the FBLA-PBL Online Membership System as having paid dues by the officially published deadline for the current school year.

Each chapter may enter up to four (4) individuals. No member may have competed in this event at a previous National Leadership Conference.

Procedure

Preliminary Performance

A maximum of fifteen (15) finalists—or an equal number from each group—will advance to the final round. Ten (10) minutes before the performance, each participant will receive the scenario.

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.

No reference materials, visual aids, or electronic devices may be brought to or used during the preparation or performance.

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. A timekeeper will stand at four (4) minutes.

Following each presentation, judges will conduct a three (3) minute question-answer period.

Final Performance

The final guidelines are the same as the preliminary guidelines described above; and the final performance is open to conference attendees, except performing participants of this event.



Client Service Performance Rating Sheet

Preliminary Round

Final Round

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

Names: _____

School: _____

Judge's Name: _____

Judge's Signature: _____ Date: _____

Judge's Comments: