
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

Performance Competencies

- answer questions effectively
- demonstrate ability to make a businesslike presentation
- demonstrate effective verbal communication skills
- provide ways for client to solve their problem
- translate case into effective, efficient, and spontaneous action

Business Education Curriculum Standard(s):

Career Development; Communication

Region Eligibility

Each chapter may enter 1 (one) participant who is a member of an active local chapter and is on record in the Pennsylvania state and the FBLA-PBL national offices as having paid dues by January 31. If the region conference is scheduled before January 31, then dues must be paid prior to that conference date as established by the region and posted on the PA FBLA web site.

Participants are permitted to compete in this event one year only. Under no circumstances may a student repeat in this event.

It is the responsibility of the

local chapter adviser

- to pay membership dues for all competitors by the published region deadline and to register students through the PA FBLA online registration system by the published deadline.

region adviser

- to verify that membership dues of participants at the region conference comply with the deadlines listed above.

State Eligibility

Each region may enter the first-place winner who is a member of an active local chapter and are on record in the Pennsylvania state and the FBLA-PBL national offices as having paid dues by January 31 or prior to the region conference by the date posted on the PA FBLA web site.

If any of the eligible winners cannot attend the SLC, it is the responsibility of the:

local chapter adviser

- to contact the region adviser about the student who will not be attending.

region adviser

- to contact the adviser of the next eligible competitor about participating at the State Leadership Conference.
- to notify the PA FBLA Executive Director/State Chairman of the change before the deadline date published at www.pafbla.org/importantdates.php, which is posted on the PA FBLA web site.

Region Procedure

The following procedures must be used:

1. There will be only one round of competition.
2. This is a sequestered event. Individuals will be sequestered before the first performance to receive instructions and time assignments. **Because the students in this event are sequestered, a participant arriving late may enter the holding**

room as long as the first performance has not begun. If the first performance has begun, the participant will not be permitted to enter the holding room. The individual will not receive any instructions if they arrive after instructions have been given by the event administrator.

3. Ten (10) minutes before the performance, each participant will receive the scenario.
4. Two (2) 4" x 6" 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; if found, any such items will be given to the event administrators to hold until the members complete their performance. Magazines, books, playing cards, and other printed items not related to the event's content are allowed in the holding room.
6. The participant has five (5) minutes to interact with a panel of judges to demonstrate in a clear and effective way how he/she would solve the problem.
7. This is a role-play event with open exchange between participants and the judges throughout the presentation.
8. At the end of four (4) minutes, a timekeeper will stand until noticed and hold up a colored time card indicating one minute is left, and at five (5) minutes the timekeeper will stand and hold up a colored time card indicating time is up.
9. The participant must comply with the PA FBLA Dress Code which can be found at www.pafbla.org/dresscode.php. If the participant does not comply, he or she will not be admitted to the performance area until he or she is in compliance.

State Procedure

Conference Requirements

The following procedures must be used:

1. There will be two rounds of competition—a preliminary round and a final round.
2. A **preliminary round** will be held to determine the top individuals in the final round. All participants will be divided randomly into groups by a member of the state committee, with an equal number of the top participants from each group advancing to the final round.
 - The order of performance will be drawn at random by a member of the state committee.
 - Based on the judges' scores, up to twelve (12) individuals will be posted and will compete in the final round.
3. The following procedure will be followed during the **final round**:
 - The order of performance will be drawn at random by a member of the state committee.
4. The adviser must report to event confirmation to verify the competitor's participation in this event. Participants not confirmed will be disqualified from the event.
5. Both rounds will be open to spectators. The performance is open to all conference attendees, except performing participants of this event. If participants of the event view other presentations before or after their scheduled presentation time, they (or their team if they are part of one) will be disqualified.
6. This is a sequestered event. Individuals will be sequestered before the first performance to receive instructions and time assignments. **Because the students in this event are sequestered, a participant arriving late may enter the holding room as long as the first performance has not begun. If the first performance has begun, the participant will not be permitted to enter the holding room. The individual will not receive any instructions if they arrive after instructions have been given by the event administrator. This disqualification is necessary due to a potential unfair advantage which might occur from learning the event topic.**
7. All participants in this event must report at the event time listed in the program for instructions.

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8. The participant must comply with the PA FBLA Dress Code which can be found at www.pafbla.org/dresscode.php. If the participant does not comply, he or she will not be admitted to the holding room until the participant is in compliance with the dress code.
 9. Ten (10) minutes before the performance, each participant will receive the scenario.
 10. Two (2) 4" x 6" 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.
 11. No reference materials, visual aids, or electronic devices may be brought to or used during the preparation or performance.
 12. The participant has five (5) minutes to interact with a panel of judges to demonstrate in a clear and effective way how he/she would solve the problem.
 13. This is a role-play event with open exchange between participants and the judges throughout the presentation.
 14. At the end of four (4) minutes, a timekeeper will stand until noticed and hold up a colored time card indicating one minute is left, and at five (5) minutes the timekeeper will stand and hold up a colored time card indicating time is up.

Region and State Judging

This event will be evaluated by a panel of judges and who will determine the final ranking. All decisions of the judges are final. In the event there is a tie, the following tiebreakers will be used to determine the final rankings:

First Tiebreaker

- The student with the highest score in the *Content* section of the Performance Rating Sheet.

Second Tiebreaker

- The student with the highest score in the "Demonstrates the ability to ask and answer questions effectively" category in the *Delivery* section of the Performance Rating Sheet.

Third Tiebreaker

- The student with the highest score in the "Statements are well organized and clearly stated" category in the *Delivery* section of the Performance Rating Sheet.

Tiebreaker implementation examples can be found in this handbook or at www.pafbla.org/tiebreakers.php.

Region Awards

Each region may decide the number and type of awards to be presented at the RLC.

State Awards

The state chapter will present a maximum of ten (10) awards at the State Leadership Conference.

National Conference Eligibility

The first-, second-, third-, and fourth-place award winning participants at the State Leadership Conference are eligible to attend the National Leadership Conference. Advisers and participants should refer to the latest edition of the [National Chapter Management Handbook](#) for official National Leadership Conference event guidelines.

In the event that the first-, second-, third-, or fourth-place participant cannot attend, it is the responsibility of the:

local chapter adviser

- to contact the PA FBLA Executive Director/State Chairman about the participant that will not be attending.

PA FBLA Executive Director/State Chairman

- to contact the next eligible award winning individual about participating at the National Leadership Conference.



CLIENT SERVICE Performance Rating Sheet

Revised 2017-18

☐ Preliminary Round

☐ Final Round

	Not Demonstrated	Below Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Expectation Item					
Demonstrates understanding of the case study and defines problem(s) to be solved	0	1-3	4-7	8-10	
Communicates position on problem of case study	0	1-7	8-14	15-20	
Identifies logical solution and aspects of implementation	0	1-7	8-14	15-20	
Displays empathy/diplomacy when responding to case study problem	0	1-7	8-14	15-20	
Delivery Skills					
Statements are well organized and clearly stated	0	1-3	4-7	8-10	
Demonstrates self-confidence, poise, assertiveness, and good voice projection	0	1-3	4-7	8-10	
Demonstrates ability to effectively ask and answer questions	0	1-3	4-7	8-10	
Subtotal					/100 max.
Dress Code Penalty Deduct five (5) points when dress code is not followed.					
Penalty: Deduct five (5) points for not following guidelines.					
Final Score					/100 max.

Name: _____

School: _____ Region: _____

Judge's Signature: _____ Date: _____

Judge's Comments:

VERIFICATION & INITIALS
(scores checked for accuracy)

☐ Chief Administrator _____

☐ Official Checker _____