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## 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 competencies may cover one or more of the following areas: being able to multitask; having outstanding verbal communication and listening skills; translating case into effective, efficient, and spontaneous action; working cooperatively with others; possessing good decision-making and problem-solving skills; having a positive and outgoing personality; being responsible, reliable, and trustworthy, achieving conflict resolution, and effectively answer questions.

### **Career Cluster(s):**

Business, Management and Administration

### **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](http://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**

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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. The participant must comply with the PA FBLA Dress Code which can be found at [www.pafbla.org/dresscode.php](http://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.
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. No reference materials, visual aids, or electronic devices may be brought to or used during the performance.
8. A timekeeper will stand at four (4) minutes and again at five (5) minutes.
9. At the time of the performance, the event administrator will introduce each participant by name only. When the speaker is finished, the time used by the participant will be recorded, noting a deduction of five (5) points for any time over five (5) minutes.

## **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 twelve (12) competitors in the final round. All participants will be divided randomly into three groups by a member of the state committee, with the top four 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) participants will be posted and will compete in the final round.
3. The following procedures 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.
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.**
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](http://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 performance.
  12. The judges will play the role of the second party in the presentation based on the information provided in the case study.
  13. A timekeeper will stand at four (4) minutes and again at five (5) minutes. When each participant is finished, the time used will be recorded. A five (5) point deduction will be made for presentations over five (5) minutes. Participants should be prepared to respond to questions from the judges.
  14. The participant has five (5) minutes to interact with a panel of judges and demonstrate how he or she would solve the problem.

### **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 ability to effectively answer questions" category in the *Delivery* section of the performance rating sheet.

#### **Third Tiebreaker**

- The student with the highest score in the "Thoughts and 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](http://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- and second-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- or second-place participant cannot attend, it is the responsibility of the:

#### **local chapter adviser**

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

#### **PA FBLA Executive Director/State Chairman**

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



# CLIENT SERVICE

## Performance Rating Sheet

 Preliminary Round

 Final Round

Evaluation Item	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Points Earned
<b>Content</b>					
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	
<b>Delivery</b>					
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 ability to effectively answer questions	0	1-5	6-10	11-15	
Participant actively interacts with judges	0	1-5	6-10	11-15	
<b>Subtotal</b>					<b>/100 max.</b>
<b>Penalty</b> Deduct five (5) points for failure to follow guidelines.					
<b>Dress Code Penalty</b> Deduct five (5) points when dress code is not followed.					
<b>Final Score</b>					<b>/100 max.</b>

Name: \_\_\_\_\_

School: \_\_\_\_\_ Region: \_\_\_\_\_

Judge's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Judge's Comments:

<p>VERIFICATION &amp; INITIALS (scores checked for accuracy)</p> <p><input type="checkbox"/> Chief Administrator _____</p> <p><input type="checkbox"/> Official Checker _____</p>
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