

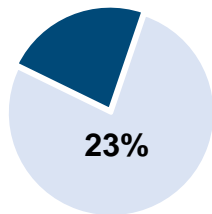
Customer Service Blueprint

This Blueprint contains the subject matter content for the Career Essentials - Customer Service Assessment. This content may be learned in a variety of ways. SkillsUSA provides Career Essentials: Experiences courses and a Service Orientation stand-alone e-course that address this content. Completion of these resources is not required to learn the content of this assessment, but they may prove useful.

Note: To fully prepare for the SkillsUSA Championships [Customer Service](#) competition, refer to the current year's SkillsUSA Championships Technical Standards, which is included at no charge as part of your SkillsUSA Professional membership. If you need help to access the guide, contact the SkillsUSA Customer Care Team at 844-875-4557 or customercare@skillsusa.org.

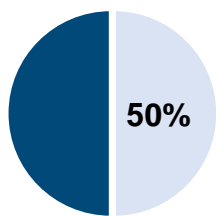
Standards and Competencies

Competencies are weighted throughout the assessment. The percent shown in each pie chart below is the weight of the competency. There is a total of 50 questions on this assessment.



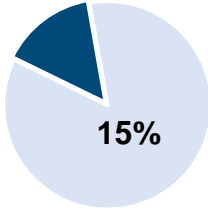
Defines and Understands Customers (6)

- Knows the importance of and difference between internal and external customers
 - Exhibits awareness of who one's customers are
 - Differentiates between internal and external customers
 - Exhibits a genuine interest in meeting all customers' needs
 - Asks well-constructed clarifying questions to understand customer needs
 - Builds relationships with customers on behalf of the larger business or organization
 - Demonstrates ability to serve all customers to meet their specific needs

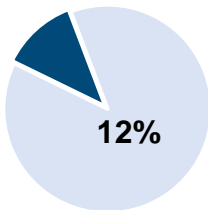


Demonstrates Proficiency in Engaging with Customers (13)

- Treats customers with respect and addresses their requests and concerns
 - Provides customer service above and beyond normal expectations
 - Responds appropriately to customers
 - Uses the ability to mitigate conflict in a heated situation or with an angry customer
 - Manages refunds or exchanges in accordance with company policies
 - Communicates with customers in professional, caring, honest, and accurate ways
 - Uses adequate knowledge about products and services when communicating with customers
 - Builds trust with customers
 - Applies efforts above and beyond what is expected to connect and build relationships with customers
 - Creates positive environments that put customers at ease and meets their needs
 - Mitigates conflict consistently and professionally between internal and external customers
 - Creates positive environments with customers and assists others in learning service orientation skills
 - Anticipates the needs of others
 - Reflects upon and evaluates the contribution of one's service to the positive impact on others

**Welcomes Opportunities to Serve Others**

- Seeks out opportunities to be of service to others
 - Creates a welcoming and friendly environment for others
 - Identify personal talents, skills, and knowledge that can be used to support others in the community
 - Models an attitude of service to meet the needs of others
 - Analyzes school, workplace and community environments to determine needs that exist, and work to meet those needs independently or collaboratively

**Separates Personal and Professional Needs**

- Avoids addressing personal needs during professional time
 - Maintains a separation of personal and professional life
 - Takes care of personal tasks and communication before and after work or on breaks
 - Conducts professional business while on professional time and helps to monitor others to keep personal business and communication out of professional situations