

2023–24 Competitive Events Guidelines

Client Service



Client Service 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 competitor engages clients in conversations regarding products, handles inquiries, and solves problems. This competitive event consists of a role play scenario.

Event Overview

Event Type: Individual

Event Category: Role Play

Event Elements: Objective Test and Role Play (state only); Role Play (national)

Objective Test Time (State only): 50 minutes

Role Play Time: 10-minute preparation time, 5-minute presentation time

NACE Connections: Career & Self-Development, Communication, Leadership, Professionalism

Equipment Provided by Competitors: Pencil for State objective test and role play

Equipment Provided by FBLA: One piece of scratch paper per competitor for objective test; Two notecards and pencils for each competitor and secret problem/scenario for role play

State

- Each local chapter may enter **one individual**.
- At the State Leadership Conference, there is:
 - a 50-minute objective test (preliminary round)
 - and an interactive case study (final round) for the top-8 individuals.
- Competitors are required to complete both parts for award eligibility.
- **The top four (4) places in state competition** will represent California at the National Leadership Conference.
- Middle school members who place in the top four **cannot** compete at the National Leadership Conference, per national guidelines.
- **Scoring:**
 - **Objective Test:** The objective test score will be used to determine the top-8 individuals and to break ties in the final round.
 - **Role Play:** Only the role play score will be used to determine the final score. A panel of judges will review the role plays. All decisions of the judges are final.
 - Five points will be deducted if competitors do not follow the dress code.
 - Five points may be deducted for each instance of not following guidelines.
- **Objective Test Guidelines:**
 - **Objective Test Time:** 50 minutes
 - **Objective Test Questions:** 100 questions (based on Help Desk competencies)
 - No reference or study materials may be brought to the testing site.
 - No calculators may be brought into the testing site; online calculators will be provided through the testing software.

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- **Role Play Guidelines:**
 - **Preparation Time:** 10 minutes
 - **Presentation Time:** 5 minutes (one-minute warning)
 - **Question & Answer:** None
 - The top 8 scoring individuals will advance to the role play final round.
 - The role play will be a problem or scenario in customer service. The role play will be given to the competitor at the beginning of their assigned preparation time.
 - Two notecards will be provided to each competitor and may be used during event preparation and role play presentation. Information may be written on both sides of the notecards. Notecards will be collected following the role play.
 - No additional reference materials or props or visuals are allowed.
 - Role plays are interactive presentations; the judges may ask questions throughout the presentation.
 - Competition ethics demand that competitors do not discuss or reveal the role play until the event has ended.
 - Finalists may not view other competitors' presentations in their event.
- All electronic devices such as cell phones and smart watches must be turned off before competition begins.
- Bring a pencil to the testing site and the role play final round.

National

Policy and Procedures Manual

- Competitors should be familiar with the Competitive Events Policy & Procedures Manual, found on the Competitive Events page on www.fbla.org.

Eligibility

- FBLA membership dues are paid by 11:59 pm Eastern Time on March 1 of the current program year.
- Members may compete in an event at the National Leadership Conference (NLC) more than once if they have not previously placed in the top 10 of that event at the NLC. If a member places in the top 10 of an event at the NLC, they are no longer eligible to compete in that event.
- Members must be registered for the NLC and pay the national conference registration fee in order to participate in competitive events.
- Members must stay in an official FBLA hotel to be eligible to compete.
- Each state may submit four entries per event.
- Each member can only compete in one individual/team event and one chapter event (American Enterprise Project, Community Service Project, Local Chapter Annual Business Report, Partnership with Business Project).
- Each competitor must compete in all parts of an event for award eligibility.
- Picture identification (physical or digital driver's license, passport, state-issued identification, or school-issued identification) is required when checking in for competitive events.

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- If competitors are late for a presentation time, they will be allowed to compete until such time that results are finalized, or the accommodation would impact the fairness and integrity of the event. Competitive event schedules cannot be changed. Competitive events start in the morning before the Opening Session of the NLC.

Recognition

- The number of competitors will determine the number of winners. The maximum number of winners for each competitive event is 10.

Event Administration

- This event is two rounds: a preliminary role play and final role play
- Preliminary Interactive Role Play Presentation
 - **Preparation Time:** 10 minutes
 - **Presentation Time:** 5 minutes (one-minute warning)
 - **Question & Answer:** None
 - The presentation is judged at the NLC. Preliminary presentations are not open to conference attendees. The presentation will take place in a large, open area, with a booth size of approximately 12' x 12'.
 - Competitors/teams are randomly assigned to sections.
 - The role play will be a problem or scenario in customer service. The role play will be given to the competitor at the beginning of their assigned preparation time.
 - Two notecards will be provided to each competitor and may be used during event preparation and role play presentation. Information may be written on both sides of the notecards. Notecards will be collected following the role play.
 - No additional reference materials or props or visuals are allowed.
 - Role plays are interactive presentations; the judges will ask questions throughout the presentation.
 - Role play presentations are not open to conference attendees.
 - Competition ethics demand that competitors do not discuss or reveal the role play until the event has ended.
- Final Interactive Role Play Presentation
 - **Preparation Time:** 10 minutes
 - **Presentation Time:** 5 minutes (one-minute warning)
 - **Question & Answer:** None
 - An equal number of competitors from each section in the preliminary round will advance to the final round. When there are more than five sections of preliminary presentations for an event, two competitors from each section will advance to the final round.
 - The presentation is judged at the NLC. Preliminary presentations are not open to conference attendees. The presentation will take place in a large, open area, with a booth size of approximately 12' x 12'.
 - The role play will be a problem or scenario in customer service.

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- The role play will be given to the competitor at the beginning of their assigned preparation time.
- Two notecards will be provided to each competitor and may be used during event preparation and role play presentation. Information may be written on both sides of the notecards. Notecards will be collected following the role play.
- No additional reference materials or props or visuals are allowed.
- Role plays are interactive presentations; the judges may ask questions throughout the presentation.
- Role play presentations are not open to conference attendees.
- Competition ethics demand that competitors do not discuss or reveal the role play until the event has ended.

Scoring

- The preliminary presentation score will determine the finalists.
- The final presentation score will determine the winners.
- Judges must break ties. All judges' decisions are final.

Recording of Presentations

- No unauthorized audio or video recording devices will be allowed in any competitive event.
- Participants in the events should be aware FBLA reserves the right to record any presentation for use in study or training materials.

Americans with Disabilities Act (ADA)

- FBLA meets the criteria specified in the Americans with Disabilities Act for all competitors with accommodations submitted through the conference registration system by the registration deadline.

Penalty Points

- Competitors may be disqualified if they violate the Competitive Event Guidelines or the Honor Code.
- Five points are deducted if competitors do not follow the Dress Code or are late for their assigned presentation time.

Electronic Devices

- All electronic devices such as cell phones and smart watches must be turned off.

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Client Service Role Play Presentation Rating Sheet

Expectation Item	Not Demonstrated	Below Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Demonstrates understanding of the role play and defines problem(s) to be solved	<i>No description or role play synopsis provided; no problems defined</i>	<i>Describes and provides role play synopsis OR defines the problem(s)</i>	<i>Describes and provides role play synopsis AND defines the problem(s)</i>	<i>Demonstrates expertise of role play synopsis AND definition of the problem(s)</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Communicates position on role play scenario	<i>No position communicated</i>	<i>Communicates position not related to problem</i>	<i>Communicates position on problem</i>	<i>Communicates in a professional manner position on problem in scenario</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Identifies logical solution and aspects of implementation	<i>No solution identified</i>	<i>Solution provided, but implementation plan not developed</i>	<i>Logical solution and implementation plan provided and developed</i>	<i>Feasible solution and implementation plan developed, and necessary resources identified</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Displays empathy/diplomacy when responding to role play scenario	<i>No empathy or diplomacy displayed</i>	<i>Empathy or diplomacy displayed in response to role play scenario</i>	<i>Empathy and diplomacy displayed in response to role play scenario</i>	<i>Display of empathy and diplomacy skills add to resolution of role play scenario</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Shows knowledge of terminology and components related to the role play	<i>No understanding of the role play demonstrated</i>	<i>Terminology is presented but not expanded on</i>	<i>Clear understanding of terminology and implementation into presentation</i>	<i>Terminology is communicated clear enough for client (judge) to proceed on their own</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Demonstrates conflict resolution and closure to the role play	<i>No closure was provided</i>	<i>Situation was closed OR conflict was resolved</i>	<i>Conflict was resolved, the situation has closure</i>	<i>Conflict was resolved, the situation has closure, and client (judge) is satisfied</i>	
	0 points	1-9 points	10-16 points	17-20 points	
Presentation Delivery					
Statements are well-organized and clearly stated	<i>Competitor did not appear prepared</i>	<i>Competitor was prepared, but flow was not logical</i>	<i>Presentation flowed in logical sequence</i>	<i>Presentation flowed in a logical sequence; statements were well organized</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Demonstrates self-confidence, poise, assertiveness, and good voice projection	<i>Competitor did not demonstrate self-confidence</i>	<i>Competitor demonstrated self-confidence and poise</i>	<i>Competitor demonstrated self-confidence, poise, and good voice projection</i>	<i>Competitor demonstrated self-confidence, poise, good voice projection, and assertiveness</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Demonstrates the ability to effectively answer questions	<i>Unable to answer questions</i>	<i>Does not completely answer questions</i>	<i>Completely answers questions</i>	<i>Interacted with the judges in the process of completely answering questions</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Staff Only: Penalty Points (5 points for dress code penalty and/or 5 points for late arrival penalty)					
Presentation Total (100 points)					
Name(s):					
School:					
Judge Signature:					Date:
Comments:					