

# Customer Service State Contest Information

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## **DATE, TIME and LOCATION**

A mandatory orientation will be held on **Sunday, April 23** at 5:00 p.m. in the Woodward/Russell Room at the Downtown Doubletree Hotel, Tulsa. The Customer Service and Professional Development must be taken online from March 15 - April 7.

During the orientation, contestants will draw for positions (the order they will compete) and will be given a description of the scenario of the performance test and fact sheets to study.

For the performance part of the contest, contestants will need to report to the Windsor Room of the Tulsa Doubletree Hotel on **Monday, April 24**. The contest will begin at 9:00 a.m. and students will remain in the holding area until after the contest is complete. Contestants are encouraged to bring snacks and/or drinks -- they will not be permitted to leave the contest area. Contestants are required to be in official SkillsUSA dress.

## **EQUIPMENT and MATERIALS**

Contestants will need to provide pencil, pen, paper (legal or spiral notebook) and calculator (non programmable.)

## **AWARDS CEREMONY**

Contest winners will be recognized at the Awards Ceremony on Tuesday at 9:00 a.m. in the Tulsa Convention Center Grand Hall. "*For men:* SkillsUSA official attire: Official red blazer or jacket, black dress slacks, white dress shirt, plain black tie with no pattern or SkillsUSA tie, black socks and black shoes. *For women:* Official red blazer or jacket, black dress slacks or skirt (knee length), with businesslike white, collarless blouse or white blouse with small, plain collar that may not extend onto the lapels of the blazer, and black shoes."

Should additional information be needed, please contact Emily Goff at (o) 405-743-5143, (cell) 405-919-9223, or <mailto:emily.goff@careertech.ok.gov>