

2025 OKLAHOMA SLSC STATE MEMO

Customer Service

NO SUBSTITUTIONS WILL BE ALLOWED AFTER FRIDAY, MARCH 28, 2025
THERE WILL BE NO SUBSTITUTIONS ALLOWED ON-SITE AT THE CONFERENCE

DATE AND LOCATION

The 2025 Oklahoma SkillsUSA Customer Service contest will be held Monday, April 28th, 2025, and will be hosted at the Arvest Convention Center, Tulsa, OK. Check-in will start at 9am and contest location will be published in 2025 SLSC Agenda prior to conference.

Sunday, April 27 at 5pm at the Double Tree Hotel there will be an orientation for the contest to gain materials and choose contest times.

CONTEST FEES

In addition to the regular conference registration, there will be a contest supplies fee of \$35.00. This fee will be added to the contestant's registration when it is completed online.

CONTEST

Contest will follow the national rules and regulations and content as closely as possible. We want our contestants to be prepared to compete at the national level. Official outline and technical for Customer Service contest can be found/accessed through Absorb.

CONTEST TESTING

Contestants will be judged on their SkillsUSA knowledge through the Professional Development test. Testing will be completed online and proctored through their technology centers. Online testing opens March 14, 2025, and closes April 4, 2025.

RESUME- Change to submission type for 2025 please read

All contestants will submit a digital resume prior to contest day. Contestants will receive an email to the address used to register the contestant for contest with instructions and link to access the SkillsUSA Competitor Portal page. The email will contain contestant's username and contestant number, which are required to login to the Competitor Portal.

Deadline to submit resume is April 22, 2025. All members of the team will be required to submit a resume. If any contestant does not submit a resume, penalty points will be assessed.

LUNCH

Lunch will not be provided for this contest. Contestants will need to eat prior to contest or can purchase snack type items at the Arvest Convention Center during contest hours while not competing.

CLOTHING REQUIREMENTS

Contestant will follow official contest dress as described in the national technical. Students can not wear any identifying information on their official dress that will associate them with a school or technology center.

CELLPHONES AND OTHER SMART DEVICES

Cellphones, electronic watches and/or other electronic devices not approved by a competition's technical committee are NOT allowed in the competition area. Please follow the guidelines in each technical standard for approved exceptions. Technical committee members may also approve exceptions onsite during the SkillsUSA Championships if deemed appropriate.

AWARDS CEREMONY

Winners will be recognized at the General Session on Tuesday morning, April 29th, at 9am at the Arvest Convention Center in the Grand Hall.

All competitors must wear official SkillsUSA dress to the Awards Session, where winners are announced. Competitors who are not dressed appropriately or lack official attire will be denied access to the awards stage. Students must be present when their contest is announced. If a student is improperly dressed, absent, or misses their contest being called, the production will not be paused for any reason, and they will forfeit their opportunity to go on stage to receive the award. No exceptions will be made. No hats or sunglasses will be allowed to be worn on stage.

- Official dress for men: Official blazer, jacket or sweater; black dress slacks; white dress shirt; plain black tie with no pattern or SkillsUSA black tie; black socks and black shoes.
- Official dress for women: Official blazer, jacket or sweater; black dress slacks or knee-length skirt with business like white, collarless blouse or white blouse with small, plain collar that may not extend onto the lapels of the blazer, and black dress

shoes.