

2026 OKLAHOMA SLSC STATE MEMO

Customer Service

**NO SUBSTITUTIONS WILL BE ALLOWED AFTER FRIDAY, MARCH 27, 2026
THERE WILL BE NO SUBSTITUTIONS ALLOWED ON-SITE AT THE CONFERENCE**

Please double-check all registrations prior to the deadline. This includes secondary versus postsecondary as well as contests

***Contest will follow national technical standards unless otherwise stated in the state memo.**

DATE AND LOCATION

The 2026 Oklahoma SkillsUSA Customer Service contest will be held Monday, April 20th, 2026, and will be hosted at the Arvest Convention Center, Tulsa, OK. Check-in will start at 9am and contest location will be published in 2026 SLSC Agenda prior to conference.

Sunday, April 19th 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 16, 2025, and closes April 3, 2026.

RESUME- Change to submission type for 2026 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 3, 2026. 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 21st, 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.

INDUSTRY AWARDS

*****NEW 2026- ADVISOR MEDALS WILL NOT BE PROVIDED BY OKLAHOMA SKILLSUSA, BUT WILL BE AVAILABLE FOR PURCHASE IN THE SKILLSUSA STORE**

*****Prizes are the responsibility of the individual contests. Prizes are not guaranteed and are not supplied at the SkillsUSA Oklahoma state level.**

Prize Committee Chairpersons are Andrew Pilcher. Please contact the chair with prizes that will need to be checked in. **Each participating school is expected to furnish an industry award.** Industry awards should be labeled with the name and address of the award supplier so that an appropriate "Thank you" may be sent, must be accompanied by an *industry award donation information sheet* (available on the Oklahoma SkillsUSA website). **Please bring prizes to the awards area at the Arvest Convention Center Conference Hall Sunday, April 19th between 12-4pm or Monday, April 20th between 8am-4pm.**

ADDITIONAL INFORMATION

If you have any questions about the contest, please contact **(insert program specialist and Group Chair contact info here)**.

National Technical Standards can be found on Pathful, which you can access with your professional SkillsUSA membership. Technicals are updated periodically, please check regularly.

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