

CLIENT SERVICE

This event 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 client service consultant engages clients in conversations regarding products, handles inquiries, problem solving, and uncovers opportunities for additional assistance. Participants develop speaking ability and poise through presentation as well as critical thinking skills.

Eligibility

Chapters may submit individual who are members from active local chapters, on record in the national center as having paid membership dues by SBLC of the current school year.

Overview

This event consists of an individual interactive simulation related to client service.

Performance Guidelines

- Ten (10) minutes before the performance, each participant will receive the scenario.
- Two (2) 4" x 6" note cards will be provided for each participant and may be used during the preparation and performance of the case. Information may be written on both sides of the note cards. Note cards will be collected following the presentation.
- No reference materials, visual aids, or electronic devices may be brought to or used during the preparation or performance.
- The participant has five (5) minutes to interact with a panel of judges and demonstrate how he/she would solve the problem. The judges will play the role of the second party in the presentation and will refer to the case for specifics. This is a role-play event.
- A timekeeper will stand at four (4) minutes and again at five (5) minutes.

Performance Competencies

- answer questions effectively
- demonstrate ability to make a businesslike presentation
- demonstrate good verbal communication skills
- provide ways for clients to solve their problem
- translate case into effective, efficient, and spontaneous action

REFERENCE: Client Service—Performance RATING SHEET-7