

# Customer Service Examination

## Credential Source

<b>Name</b>	SkillsUSA
<b>Web Site</b>	<a href="http://www.careeressentials.org/assessments/">http://www.careeressentials.org/assessments/</a>
<b>Contact Information</b>	Patty Duncan 1.703.777.8810, ext 635 <a href="mailto:pduncun@skillsusa.org">pduncun@skillsusa.org</a>

## Credential Contractor

<b>Name</b>	Same as source
<b>Contact Information</b>	Same as source

## Test Administration

<b>Test Site</b>	School: Online
<b>Can the instructor take this test?</b>	No
<b>Details</b>	<a href="#">Test blueprint</a> <a href="#">Teacher preparation guide</a>
<b>Number of Test Items</b>	50
<b>Time Allowed</b>	Untimed; allow 60 minutes
<b>Passing Score</b>	65%
<b>Cost</b>	\$12 SkillsUSA members \$20 Non-members
<b>Additional Information</b>	<a href="#">Passing scores</a> (Subject to change each year.) <a href="#">Pricing Details</a>
<b>Accommodations</b>	<b>Students with disabilities</b> <ul style="list-style-type: none"><li>• Multiple test sessions</li><li>• Time of day</li><li>• Planned breaks during test</li><li>• Test location</li><li>• Adaptive or special furniture</li><li>• Special lighting</li><li>• Written directions accompanying oral directions</li><li>• Amplification equipment</li><li>• Headphones, earmuffs, or ear plugs</li><li>• Interpreting/transliterating testing directions</li><li>• Interpreting/transliterating the test</li><li>• Word processor or word processor with speech-to-text</li><li>• Augmentative communication device</li></ul> <b>English Learners</b> <ul style="list-style-type: none"><li>• Flexible schedule</li><li>• Multiple test sessions</li><li>• Read-aloud test</li><li>• Test directions delivery</li></ul>

## Possible Preparatory Courses

Advertising Design I (8570/36 weeks, 140 hours)

Advertising Design II (8571/36 weeks, 280 hours)

Agricultural Business Fundamentals I (8022/36 weeks)

Agricultural Business Management III (8026/36 weeks)

Agricultural Business Operations II (8024/36 weeks)

Air Traffic Controller (8734/36 weeks, 280 hours)

Aircraft Pilot Training I (8731/36 weeks, 140 hours)

Aircraft Pilot Training II (8732/36 weeks, 280 hours)

Auto Body Technology I (8676/36 weeks, 140 hours)

Auto Body Technology II (8677/36 weeks, 280 hours)

Auto Body Technology III (8678/36 weeks, 280 hours)

Automotive Technology I (8506/36 weeks, 280 hours)

Automotive Technology I (MLR 3-Year Program) (8502/36 weeks, 140 hours)

Automotive Technology II (8507/36 weeks, 280 hours)

Automotive Technology III (8508/36 weeks, 280 hours)

Aviation Maintenance Technology I (8728/36 weeks, 280 hours)

Aviation Maintenance Technology II (8729/36 weeks, 280 hours)

Aviation Operations Management (8730/36 weeks, 280 hours)

Basic Small Engine Repair (8724/36 weeks, 140 hours)

Beauty Salon Assistant (8546/36 weeks)

Building Management I (8590/36 weeks, 140 hours)

Building Management II (8591/36 weeks, 280 hours)

Building Management III (8592/36 weeks, 280 hours)

Building Trades I (8515/36 weeks, 140 hours)

Building Trades II (8516/36 weeks, 280 hours)

Cabinetmaking I (8604/36 weeks, 140 hours)

Cabinetmaking II (8605/36 weeks, 280 hours)

Carpentry I (8601/36 weeks, 140 hours)

Carpentry II (8602/36 weeks, 280 hours)

Carpentry III (8603/36 weeks, 280 hours)

Commercial Photography I (8607/36 weeks, 140 hours)

Commercial Photography II (8608/36 weeks, 280 hours)

Computer Systems Technology I (8622/36 weeks, 140 hours)

Computer Systems Technology II (8623/36 weeks, 280 hours)

Cosmetology I (8527/36 weeks, 280 hours)

Cosmetology I (2-year Program) (8745/36 weeks, 420 hours)

Cosmetology II (8528/36 weeks, 280 hours)

Cosmetology II (2-year Program) (8746/36 weeks, 420 hours)

Cosmetology III (8529/36 weeks, 280 hours)

Criminal Justice I (8702/36 weeks, 140 hours)

Criminal Justice II (8703/36 weeks, 280 hours)

Cybersecurity Network Systems (8630/36 weeks)

Cybersecurity Systems Technology (8628/36 weeks, 140 hours)

Cybersecurity Systems Technology, Advanced (8629/36 weeks, 280 hours)

Diesel Equipment Technology I (8613/36 weeks, 280 hours)

Diesel Equipment Technology II (8614/36 weeks, 280 hours)

Diesel Equipment Technology III (8615/36 weeks, 280 hours)

Drafting I (8530/36 weeks, 140 hours)

Drafting II (8531/36 weeks, 280 hours)

Drafting III (8532/36 weeks, 280 hours)

Electricity I (8533/36 weeks, 140 hours)

Electricity II (8534/36 weeks, 280 hours)

Electricity III (8535/36 weeks, 280 hours)

Electronics Technology (8537/36 weeks, 280 hours)

Electronics/Industrial Robotics Technology (8547/36 weeks, 140 hours)

Entrepreneurship (9093/36 weeks)

Entrepreneurship, Advanced (9094/36 weeks)

Firefighting I (8705/36 weeks, 280 hours)

Firefighting II (8706/36 weeks, 140 hours)

Floral Design I (8055/36 weeks)

Floral Design II (8056/36 weeks)

Floriculture (8038/36 weeks)

Graphic Imaging Technology I (8660/36 weeks, 140 hours)

Graphic Imaging Technology II (8661/36 weeks, 280 hours)

Greenhouse Plant Production and Management (8035/36 weeks)

Heating, Ventilation, Air Conditioning, and Refrigeration I (8503/36 weeks, 140 hours)

Heating, Ventilation, Air Conditioning, and Refrigeration II (8504/36 weeks, 280 hours)

Industrial Maintenance Technology I (8575/36 weeks, 140 hours)

Industrial Maintenance Technology II (8576/36 weeks, 280 hours)

Industrial Robotics Technology (8558/36 weeks, 280 hours)

Landscaping I (8036/36 weeks)

Landscaping II (8039/36 weeks)

Legal Administration (6735/36 weeks)

Marine Service Technology I (8750/36 weeks, 140 hours)

Marine Service Technology II (8751/36 weeks, 280 hours)

Masonry I (8512/36 weeks, 140 hours)

Masonry II (8513/36 weeks, 280 hours)

Masonry III (8514/36 weeks, 280 hours)

Master Barber I (8740/36 weeks, 280 hours)

Master Barber I (Two-year Program) (8743/36 weeks, 420 hours)

Master Barber II (8741/36 weeks, 280 hours)

Master Barber II (Two-year Program) (8744/36 weeks, 420 hours)

Master Barber III (8742/36 weeks, 280 hours)

Medical Administration (6730/36 weeks)

Motorsports Technology I (8509/36 weeks, 140 hours)

Motorsports Technology II (8510/36 weeks, 280 hours)

Motorsports Technology III (8511/36 weeks, 280 hours)

Nail Technician I (8692/36 weeks, 140 hours)

Nail Technician II (8693/36 weeks, 140 hours)

Plumbing I (8551/36 weeks, 140 hours)

Plumbing II (8552/36 weeks, 280 hours)

Precision Machining Technology I (8539/36 weeks, 140 hours)

Precision Machining Technology II (8540/36 weeks, 280 hours)

Public Safety I (8700/36 weeks, 140 hours)

Public Safety II (8701/36 weeks, 280 hours)

Radio Communications I (8640/36 weeks, 140 hours)

Radio Communications II (8641/36 weeks, 280 hours)

Sheet Metal I (8663/36 weeks, 140 hours)

Sheet Metal II (8664/36 weeks, 280 hours)

Small Engine Technology I (8725/36 weeks, 140 hours)

Small Engine Technology II (8726/36 weeks, 280 hours)

Telecommunications I (8650/36 weeks, 140 hours)

Telecommunications II (8651/36 weeks, 280 hours)

Television and Media Production I (8688/36 weeks, 140 hours)

Television and Media Production II (8689/36 weeks, 280 hours)

Television and Media Production III (8690/36 weeks, 280 hours)

Utility/Heavy Construction I (8616/36 weeks, 140 hours)

Utility/Heavy Construction II (8617/36 weeks, 280 hours)

Welding I (8672/36 weeks, 140 hours)

Welding II (8673/36 weeks, 280 hours)

Welding III (8674/36 weeks, 280 hours)