

2024-25 Competitive Events Guidelines

Client Service



Client Service 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 competitor engages clients in conversations regarding products, handles inquiries, and solves problems. This competitive event consists of a role play scenario.

Event Overview

Event Type: Individual

Event Category: Role Play

Event Elements: Role Play

Role Play Time: 10-minute preparation time, 5-minute presentation time

NACE Connections: Career & Self-Development, Communication, Leadership, Professionalism

Region

Each chapter may submit one competitor for this event.

State

Each region may submit two (2) competitors for state competition. Preliminary round will take place on Friday; final round will take place on Saturday. An equal number of students from each preliminary group will advance to finals—not to exceed ten (10) finalists.

National

Required Competition Items

Items Competitor Must Provide	Items FBLA Provides
<ul style="list-style-type: none">• Conference-provided nametag• Photo identification• Attire that meets the FBLA Dress Code	<ul style="list-style-type: none">• Two notecards• Pencil• Secret role play problem/scenario

Important FBLA Documents

- Competitors should be familiar with the Competitive Events [Policy & Procedures Manual](#), [Honor Code](#), [Code of Conduct](#), and [Dress Code](#).

Eligibility

- FBLA membership dues are paid by 11:59 pm Eastern Time on March 1 of the current school year or prior to regional competition, whichever comes first.
- Members may compete in an event at the National Leadership Conference (NLC) more than once if they have not previously placed in the top 10 of that event at the NLC. If a member places in the top 10 of an event at the NLC, they are no longer eligible to compete in that event.
- Members must be registered for the RLC/SLC/NLC and pay the conference registration fee to participate in competitive events.
- Members must stay in an official FBLA hotel block to compete.
- Each chapter may submit one entry; each region may submit two entries; each state may submit four entries.

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- Each competitor can only compete in one individual/team event and one chapter event (American Enterprise Project, Community Service Project, Local Chapter Annual Business Report, Partnership with Business Project) at the national level. RLC/SLC competitors may compete in one objective test/one performance event/ and one chapter event.
- Each competitor must compete in all parts of an event for award eligibility.
- Picture identification (physical or digital: driver's license, passport, state-issued identification, or school-issued identification) matching the conference nametag is required when checking in for competitive events.
- If competitors are late for their assigned role play time, they will be allowed to compete with a five-point penalty until such time that results are finalized, or the accommodation would impact the fairness and integrity of the event.
- Some competitive events start before the Opening Session of SLC/NLC. The schedules for competitive events are displayed in the local time of the NLC location. Competitive event schedules cannot be changed.

Recognition

- The number of competitors will determine the number of winners. The maximum number of winners for each competitive event is 10/NLC; 5/SLC; 3/RLC.

Event Administration

- This event is one round at RLC and two rounds at SLC/NLC:
- Interactive Role Play Presentation
 - **Preparation Time:** 10 minutes (one-minute warning)
 - **Presentation Time:** 5 minutes (one-minute warning)
 - **Question & Answer:** None
 - SLC: An equal number of top scoring competitors from each section in the preliminary round will advance to the final round.
 - The presentation is judged at the RLC/SLC/NLC. Presentations are not open to conference attendees.
 - The role play will be a problem or scenario in customer service.
 - The role play will be given to the competitor at the beginning of their assigned preparation time.
 - Two notecards will be provided to each competitor and may be used during event preparation and role play presentation. Information may be written on both sides of the notecards. Notecards will be collected following the role play.
 - No additional reference materials or props or visuals are allowed.
 - Role plays are interactive presentations; the judges may ask questions throughout the presentation.
 - Role play presentations are not open to conference attendees.
 - Competition ethics demand that competitors do not discuss or reveal the role play until the event has ended.

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Scoring

- The preliminary presentation score will determine the finalists (SLC/NLC only).
- The final presentation score will determine the winners.
- Judges must break ties.
- The decision of the judges is considered final. All announced results are final upon the conclusion of the RLC/SLC/NLC.

Recording of Presentations

- No unauthorized audio or video recording devices will be allowed in any competitive event.
- Competitors in the event should be aware FBLA reserves the right to record any presentation for use in study or training materials.

Americans with Disabilities Act (ADA)

- FBLA meets the criteria specified in the Americans with Disabilities Act for all competitors with accommodations submitted through the conference registration system by the registration deadline.

Penalty Points

- Competitors may be disqualified if they violate the Code of Conduct or the Honor Code.
- Five points are deducted if competitors do not follow the Dress Code or are late to their assigned presentation time.

Electronic Devices

- Unless a pre-approved accommodation is in place, all cell phones, smart watches, and headphones must be turned off and put away before competition begins. Any visibility of these devices will be considered a violation of the Honor Code.

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Client Service Role Play Presentation Rating Sheet

Expectation Item	Not Demonstrated	Below Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Demonstrates understanding of the role play and defines problem(s) to be solved	<i>No description or role play synopsis provided; no problems defined</i>	<i>Describes and provides role play synopsis OR defines the problem(s)</i>	<i>Describes and provides role play synopsis AND defines the problem(s)</i>	<i>Demonstrates expertise of role play synopsis AND definition of the problem(s)</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Communicates position on role play scenario	<i>No position communicated</i>	<i>Communicates position not related to problem</i>	<i>Communicates position on problem</i>	<i>Communicates in a professional manner position on problem in scenario</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Identifies logical solution and aspects of implementation	<i>No solution identified</i>	<i>Solution provided, but implementation plan not developed</i>	<i>Logical solution and implementation plan provided and developed</i>	<i>Feasible solution and implementation plan developed, and necessary resources identified</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Displays empathy/diplomacy when responding to role play scenario	<i>No empathy or diplomacy displayed</i>	<i>Empathy or diplomacy displayed in response to role play scenario</i>	<i>Empathy and diplomacy displayed in response to role play scenario</i>	<i>Display of empathy and diplomacy skills add to resolution of role play scenario</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Shows knowledge of terminology and components related to the role play	<i>No understanding of the role play demonstrated</i>	<i>Terminology is presented but not expanded on</i>	<i>Clear understanding of terminology and implementation into presentation</i>	<i>Terminology is communicated clear enough for client (judge) to proceed on their own</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Demonstrates conflict resolution and closure to the role play	<i>No closure was provided</i>	<i>Situation was closed OR conflict was resolved</i>	<i>Conflict was resolved, the situation has closure</i>	<i>Conflict was resolved, the situation has closure, and client (judge) is satisfied</i>	
	0 points	1-9 points	10-16 points	17-20 points	
Presentation Delivery					
Statements are well-organized and clearly stated	<i>Competitor did not appear prepared</i>	<i>Competitor was prepared, but flow was not logical</i>	<i>Presentation flowed in logical sequence</i>	<i>Presentation flowed in a logical sequence; statements were well organized</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Demonstrates self-confidence, poise, assertiveness, and good voice projection	<i>Competitor did not demonstrate self-confidence</i>	<i>Competitor demonstrated self-confidence and poise</i>	<i>Competitor demonstrated self-confidence, poise, and good voice projection</i>	<i>Competitor demonstrated self-confidence, poise, good voice projection, and assertiveness</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Demonstrates the ability to effectively answer questions	<i>Unable to answer questions</i>	<i>Does not completely answer questions</i>	<i>Completely answers questions</i>	<i>Interacted with the judges in the process of completely answering questions</i>	
	0 points	1-6 points	7-8 points	9-10 points	
Staff Only: Penalty Points (5 points for dress code penalty and/or 5 points for late arrival penalty)					
Presentation Total (100 points)					
Name(s):					
School:					
Judge Signature:					Date:
Comments:					

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