

CUSTOMER RELATIONS PRACTICUM

Preparation Time: 5 Minutes
Presentation Time: 6-8 Minutes

Chapter _____ Contestant No. _____ Score _____		
Total Points Possible (50 Points)		
Design Techniques	Possible Points Awarded	Total Points Awarded
Conversation		
Voice, Tone, Grammar	5	
Empathetic, Pleasant, Friendly	5	
Confident, In Control, Takes the Lead	6	
Information		
Requested from customer	6	
Provided to customer	6	
Assessment		
Correct identification of problem	6	
Customer validation	4	
Correct solution prescribed, Creativity	6	
Resolution and Closing		
Review, Verify, Draw Closure	6	
Total Points Possible 50 Points		
TOTAL SCORE: _____		