

**SkillsUSA Championships
Customer Service
State Project 2025**

Scenario:

You work at the customer service desk at the SkillsUSA Museum. You are responsible for selling admission to the museum, answering questions, giving directions and being a great ambassador for SkillsUSA. You should ask all guests who were members of SkillsUSA if they would join the Alumni Association. There is no cost to join.

SkillsUSA History Museum
Ellie Welsh, General Manager
123 Washington Street

615-555-8422

ABOUT THE MUSEUM AND YOUR ROLE

The SkillsUSA History Museum was created to chronicle the history of the Vocational Industrial Clubs of America (VICA) that was renamed SkillsUSA in 2004. The museum chronicles the organization's history from its founding in 1965, in Nashville, Tennessee to the present day. It shows the growth, development, and successes of thousands of members throughout our history. It is designed to showcase the legacy of the largest and most successful CTSO serving secondary and postsecondary students in skilled and technical occupations. Because of the number of items on display, most visitors take three to four hours to visit the entire museum.

Museum Address:

SkillsUSA Museum
123 Washington Street
Leesburg, VA 20176

Operating Hours:

- Wednesday through Friday | 10:00 am to 5:00 pm
- Saturday from 10:00 am to 8:00 pm
- Sunday from Noon to 5:00 pm

Free parking is available in the large lot adjacent to the building.

Admission:

- General Admission: \$10.00 per person
 - Current SkillsUSA members with membership card: \$5.00
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- Free: Honorary Life members, Past National Officers, Past National Staff and Past State Directors.

Admission may be paid for at the door or online at skillsusa.org/The Museum. All visitors to the museum who indicate they are past members are to be asked to join the SkillsUSA Alumni Association. The guests need to know that membership in the SkillsUSA Alumni Association is free and membership forms are on the alumni table just inside the front door of the museum.

You are the Customer Service Manager, and you supervise the agents who work behind the desk. If one of the agents is out or away for lunch, you will cover the desk for them. They sell admission tickets, give directions, answer questions, and address any problems our guests may have. Remember that most visitors will be current or past members and have a love of our organization. They should be made to feel welcome immediately upon arrival. If there is nobody else waiting for you, engage the guests in conversation. Find out about their involvement in SkillsUSA. What career programs did they take in school? What are they doing now for work? This conversation can easily lead to inviting them into the museum and to join the alumni organization. The agents' primary job is to welcome guests and invite them to visit the museum, they also must answer questions about the museum and address any concerns the guests have.

The museum restaurant, "Champions at Work" has become very popular among staff and guests alike. The restaurant features a standard American menu and rotates other cuisines on a two week basis. This week is the first of two weeks of Italian. Following the Italian menu will be two weeks of French, German, and then Greek menus, in order. The standard and rotating menus are developed, prepared, and served by culinary students from two local SkillsUSA chapters. A feature article about the restaurant recently appeared in "Champions" magazine. It presented an overview of the restaurant, its tie to the local SkillsUSA culinary arts classes and highlighted the menu. The article covered the standard American menu and gave rave reviews to the Mexican menu featured at the time. The Mexican dishes also got great reviews from the guests, and you tried it as well. You had quesadillas and found them to be excellent.

The museum has recently added a 15 minute video history of SkillsUSA. It runs in the theatre every hour and half hour. To avoid disturbing guests, the doors are shut while the video is running. Anyone who missed going in before the doors closed will be able to watch the next showing. After the last showing, the doors are locked for security reasons.

As the Customer Service Manager, you are senior staff of the museum. You have keys to all areas of the museum and can substitute in any area if the regular staff member is out or away from his/her station. In that capacity, you have led tours in the museum and highlighted the more significant exhibits. You can also handle any money transactions at the customer service desk, gift shop or restaurant. The only area you cannot assist is in the kitchen as that area is reserved for the SkillsUSA Culinary students from the local chapters.

If you take payment in the restaurant, you can use the restaurant cash register, but if you sell something from the gift shop when there is no other staff there, you are to take the guest to the customer service desk and handle the transaction there.

You may interact with the following customers in this competition:

- Mr./Ms. Hernandez is coming toward the customer service desk from the restaurant. You dealt with Mr./Ms. Hernandez when he/she first arrived at the museum and directed the party to the restaurant.
- Mr./Ms. Cleveland comes to you after Mr./Ms. Hernandez leaves. You can see he/she is clearly upset about something.
- Mr./Ms. Ross approaches the desk after Mr./Ms. Cleveland leaves. There is a concern to be addressed.