



CAREER CLUSTER

Marketing

CAREER PATHWAY

Merchandising

INSTRUCTIONAL AREA

Customer Relations

APPAREL AND ACCESSORIES MARKETING EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st Century Skills, Performance Indicators and Event Situation. You will have up to 10 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 10 minutes to make your presentation to the judge (you may have more than one judge).
- You will be evaluated on how well you demonstrate the 21st Century Skills and meet the performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.

21st CENTURY SKILLS

- Critical Thinking – Reason effectively and use systems thinking.
- Problem Solving – Make judgments and decisions and solve problems.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Demonstrate suggestion selling.
- Interpret business policies to customers/clients.
- Reinforce service orientation through communication.
- Demonstrate a customer-service mindset.
- Explain factors that influence customer/client/business buying behavior.

EVENT SITUATION

You are to assume the role of the general manager at PERFECT SCRUBS, a store specializing in scrubs uniforms for medical professionals. The owner of the business (judge) wants you to determine how to suggest a new service and return policy to customers.

PERFECT SCRUBS sells scrubs, sanitary clothing worn by workers involved in patient care. PERFECT SCRUBS offers scrubs for men and women in a variety of colors and styles and sizes. The store offers specialty sizes such as petite, long, plus-size and maternity. PERFECT SCRUBS allows for returns within 30-days on items that have price tags still attached.

The owner (judge) has told you that PERFECT SCRUBS will soon be offering in-house alterations services for \$10.00 per pair. After a pair of scrubs is purchased, the customer can have a proper fitting and the alterations will be made within 48-hours. This allows customers to have scrubs perfectly tailored for their bodies. There will be a no-returns policy on altered merchandise.

The owner (judge) wants you to determine how PERFECT SCRUBS sales staff can suggest in-house alterations during the check-out process while also communicating the no-returns policy on altered merchandise.

You will present your ideas to the owner (judge) in a role-play to take place in the owner's (judge's) office. The owner (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented ideas and have answered the owner's (judge's) questions, the owner (judge) will conclude the role-play by thanking you for your work.

JUDGE INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE ROLE

In preparation for this event, you should review the following information with your event manager and other judges:

1. Participant Instructions, 21st Century Skills and Performance Indicators
2. Event Situation
3. Judge Role-Play Characterization
Allow the participants to present their ideas without interruption, unless you are asked to respond. Participants may conduct a slightly different type of meeting and/or discussion with you each time; however, it is important that the information you provide and the questions you ask be uniform for every participant.
4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of the owner of PERFECT SCRUBS, a store specializing in scrubs uniforms for medical professionals. You want the general manager (participant) to determine how to suggest a new service and return policy to customers.

PERFECT SCRUBS sells scrubs, sanitary clothing worn by workers involved in patient care. PERFECT SCRUBS offers scrubs for men and women in a variety of colors and styles and sizes. The store offers specialty sizes such as petite, long, plus-size and maternity. PERFECT SCRUBS allows for returns within 30-days on items that have price tags still attached.

You have told the general manager (participant) that PERFECT SCRUBS will soon be offering in-house alterations services for \$10.00 per pair. After a pair of scrubs is purchased, the customer can have a proper fitting and the alterations will be made within 48-hours. This allows customers to have scrubs perfectly tailored for their bodies. There will be a no-returns policy on altered merchandise.

You want the general manager (participant) to determine how PERFECT SCRUBS sales staff can suggest in-house alterations during the check-out process while also communicating the no-returns policy on altered merchandise.

The participant will present information to you in a role-play to take place in your office. You will begin the role-play by greeting the participant and asking to hear about his/her ideas.

During the course of the role-play, you are to ask the following questions of each participant:

1. How can we best promote the new in-house alterations services?
2. Why is it important that customers know about the no-returns policy on altered merchandise?

Once the general manager (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the general manager (participant) for the work.

You are not to make any comments after the event is over except to thank the participant.

EVALUATION INSTRUCTIONS

The participants are to be evaluated on their ability to perform the specific performance indicators stated on the cover sheet of this event and restated on the Judge's Evaluation Form. Although you may see other performance indicators demonstrated by the participants, those listed in the Performance Indicators section are the critical ones you are measuring for this particular event.

Evaluation Form Interpretation

The evaluation levels listed below and the evaluation rating procedures should be discussed thoroughly with your event director and the other judges to ensure complete and common understanding for judging consistency.

Level of Evaluation	Interpretation Level
Exceeds Expectations	Participant demonstrated the performance indicator in an extremely professional manner; greatly exceeds business standards; would rank in the top 10% of business personnel performing this performance indicator.
Meets Expectations	Participant demonstrated the performance indicator in an acceptable and effective manner; meets at least minimal business standards; there would be no need for additional formalized training at this time; would rank in the 70-89 th percentile of business personnel performing this performance indicator.
Below Expectations	Participant demonstrated the performance indicator with limited effectiveness; performance generally fell below minimal business standards; additional training would be required to improve knowledge, attitude and/or skills; would rank in the 50-69 th percentile of business personnel performing this performance indicator.
Little/No Value	Participant demonstrated the performance indicator with little or no effectiveness; a great deal of formal training would be needed immediately; perhaps this person should seek other employment; would rank in the 0-49 th percentile of business personnel performing this performance indicator.



**APPAREL AND ACCESSORIES MARKETING SERIES
2022**

JUDGE'S EVALUATION FORM
DISTRICT EVENT 2

Participant: _____

INSTRUCTIONAL AREA:
Customer Relations

ID Number: _____

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Demonstrate suggestion selling?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Interpret business policies to customers/clients?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Reinforce service orientation through communication?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Demonstrate a customer-service mindset?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Explain factors that influence customer/client/business buying behavior?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
21st CENTURY SKILLS						
6.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
7.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
8.	Communicate clearly?	0-1	2-3	4	5-6	
9.	Show evidence of creativity?	0-1	2-3	4	5-6	
10.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
TOTAL SCORE						