Customer Service Examination

Credential Source Contact information

Source Company Name: SkillsUSA  
Contact: Anita Foor, senior manager, Curriculum & Instruction  
Phone: 402-340-1723  
Email: afoor@skillsusa.org  
Website: www.skillsusa.org

Credential Contractor

Credential Contractor: Same as source  
Contact: Same as source  
Phone: Same as source  
Email: Same as source

Test Administration

Test Site

• School: Online  
• Testing facility

Can the instructor take this test?: No

Number of Test Items: 50

Time allowed (minutes): Not timed; allow 60 minutes.

Passing score (percent): 65

Cost Per Test: $12 members; $22 non-members

Additional information:

• https://www.careeressentials.org/measure/assessment-areas/
• Refer to the blueprint that describes standards, competencies and academic skills along with a Teacher Preparation Guide, permitted aids/tools during testing specific to this assessment and other resources located at: https://www.careeressentials.org/measure/assessment-resources/.
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)

**Accommodations: Students with Disabilities**

**Timing**

- Multiple test sessions ................................................................. Yes
- Time of day .................................................................................. Yes
- Order of tasks ................................................................................ No
- Planned breaks during test .............................................................. Yes

**Setting**

- Test location .............................................................................. Yes
- Adaptive or special furniture ......................................................... Yes
- Special lighting ............................................................................ Yes

**Presentation**

- Written directions accompanying oral directions ...................... No
- Specific verbal prompts ................................................................. No
- Visual aids .................................................................................. No
- Amplification equipment ............................................................... Yes
- Headphones, earmuffs, or earplugs .............................................. Yes
<table>
<thead>
<tr>
<th>Accommodation</th>
<th>Yes/No</th>
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<tbody>
<tr>
<td>Large-print test</td>
<td>No</td>
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<tr>
<td>Braille test</td>
<td>No</td>
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<tr>
<td>Read-aloud test</td>
<td>Yes</td>
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<tr>
<td>Audio test</td>
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<tr>
<td>Interpreting/translating testing directions</td>
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<tr>
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<tr>
<td><strong>Response</strong></td>
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<td>Enlarged copy of the answer document</td>
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<tr>
<td>Communication board or choice cards</td>
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<tr>
<td>Examiner records responses</td>
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<tr>
<td>Brailler</td>
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<tr>
<td>Word processor or word processor with speech-to-text</td>
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<td>Augmentative communication device</td>
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<td>Word prediction software</td>
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<td>Spelling aids</td>
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<td>English dictionary</td>
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<td>Dictation using a recording device</td>
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<tr>
<td>Dictation to a scribe</td>
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<tr>
<td>Read back student response</td>
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<td>Calculator and arithmetic tools</td>
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<td>Calculator with additional functions</td>
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<td>Math aids</td>
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<td>Dry erase board</td>
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<td>Additional writing implements</td>
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<td><strong>Accommodations: English Learners</strong></td>
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<td>Dictation to scribe</td>
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<tr>
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<td>Examiner records responses</td>
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<td>Test directions delivery</td>
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<tr>
<td>Visual aids</td>
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