



## CLIENT SERVICE

**Category:** Presentation without Equipment  
**Type:** Individual  
**Rating Sheet:** <http://www.fbla-pbl.org/media/Client-Service-FBLA-Rating-Sheet.pdf>

### Procedure

- This role play event requires the competitor to provide customer service to a client (judges).
- Two (2) 4" x 6" note cards will be provided for each competitor and may be used during the preparation and performance of the case.
- Information may be written on both sides of the note cards.
- Note cards will be collected following the presentation.
- No other reference materials, visual aids, or electronic devices may be brought in or used during the preparation of the performance.

### State

- Preliminaries will be held on Friday; top ten (10) finalist, or an equal number from each group in the preliminary round, will advance to the Finals on Saturday.

### Eligibility

- Each chapter may submit one entry. The first- and second-place regional winner will compete at the state level.
- Competitors must pay dues by March 1.
- No more than one (1) team member may have competed in this event at a previous State or National Leadership Conference.

### Presentation

*Prep: 10 minutes*

*Performance: 5 minutes*

*Warning: 4 minutes*

A panel of judges will select the winners; all decisions are final. The number of awards presented will be determined by the judges. The maximum number of awards will be three (3) at the regional level and five (5) at the state level.