



Overview

RLC: A 50-minute objective test will be administered .

SLC: Two (2) parts: a 60-minute objective test and interactive role play or presentation.

Both objective tests are school-site tested.

HELP DESK

Category: Collaborative Objective Test & Performance (Role Play)

Type: Individual

Rating Sheet: <http://www.fbla-pbl.org/media/Help-Desk-FBLA-Rating-Sheet.pdf>

Objective Test Competencies

- Help Desk Concepts
- Help Desk Operations
- People Component—Help Desk Process and Procedures
- Information Component—Help Desk Performance Measure
- Help Desk Setting
- Customer Support as a Profession
- Management Processes

Eligibility

- Each chapter may submit two competitors; the top three regional winners will advance to the state level competition. The top ten individuals with the highest SLC test score will present at the SLC. Finalists will be posted after the Opening Session of the SLC.
- Competitors must be registered to attend the SLC.
- Competitors must pay dues by March 1.

Performance Guidelines (top 10 SLC scoring individuals only)

Case: An interactive role-play scenario will be given based on customer service in the technical field.

- Two (2) 4"x6" note cards will be provided to each competitor and may be used during event preparation and performance. Information may be written on both sides of the note cards. Note cards will be collected following the presentation.
- No additional reference materials allowed.
- No electronic devices allowed.
- Individuals should introduce themselves, describe the situation, make their recommendations, and summarize their cases.
- Objective test scores will be used to break a tie.

Timeline

Test: 50/60 minutes

Prep: 20 minutes

Performance: 7 minutes

Warning: 6 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.