



FBLA CLIENT SERVICE

Performance Rating Sheet

Preliminary Round Final

(Mark one score per row **AND** write score in the Points Earned column. Use Tie Breaker column to add or subtract points to break ties.)

Expectation Item	Not Demonstrated		Below Expectations		Meets Expectations		Exceeds Expectations		Points Earned	Tie Breaker
	0	○	3	○	7	○	10	○		
Demonstrates understanding of the case study and defines problem(s) to be solved	No description or case study synopsis provided no problems defined		Describes and provides case study synopsis OR defines the problem(s)		Describes and provides case study synopsis AND defines the problem(s)		Demonstrates expertise of case study synopsis AND definition of the problem(s)			
	0	○	3	○	7	○	10	○		
Communicates position on problem of case study	No position communicated		Communicates position not related to problem		Communicates position on problem of the case study		Communicates in a professional manner position on problem of case study			
	0	○	7	○	14	○	20	○		
Identifies logical solution and aspects of implementation	No solution identified		Solution provided, but implementation plan not developed		Logical solution and implementation plan provided and developed		Feasible solution and implementation plan developed and necessary resources identified			
	0	○	7	○	14	○	20	○		
Displays empathy/diplomacy when responding to case study problem	No empathy or diplomacy displayed		Empathy or diplomacy displayed in response to case study problem		Empathy and diplomacy displayed in response to case study problem		Display of empathy and diplomacy skills add to resolution of case study problem			
	0	○	7	○	14	○	20	○		

Delivery Skills

Statements are well-organized and clearly stated	Presenter(s) did not appear prepared		Presenter(s) were prepared, but flow was not logical		Presentation flowed in logical sequence		Presentation flowed in a logical sequence, statements were well organized			
	0	○	3	○	7	○	10	○		
Demonstrates self-confidence, poise, assertiveness, and good voice projection	Presenter(s) did not demonstrate self-confidence		Presenter(s) demonstrated self-confidence and poise		Presenter(s) demonstrated self-confidence, poise, and good voice projection		Presenter(s) demonstrated self-confidence, poise, good voice projection, and assertiveness			
	0	○	3	○	7	○	10	○		
Demonstrates ability to effectively ask and answer questions	Unable to ask or answer questions		All questions were answered and at least one question was asked		All questions were clearly answered and two questions were asked		All questions were clearly answered and more than three questions were asked			
	0	○	3	○	7	○	10	○		
Performance Subtotal (100 max)										

Penalty Points (Mark all that apply)

Dress Code not followed	-5	○	Event Guidelines not followed	-5	○	Total Penalty	-	
							Grand Total	

Name: _____

School: _____

State: _____

Judge's Signature: _____

Date: _____