



FBLA HELP DESK

10291



S2-FBLA-29v1b

Participant: _____

Chapter: _____

Date: _____

0	0	0	0	0
1	1	1	1	1
2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5
6	6	6	6	6
7	7	7	7	7
8	8	8	8	8
9	9	9	9	9

Entry #

Preliminary Round

Final Round

____ 1 2 3
Initial _____
Evaluator _____

	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations
Problem Identification				
Describes the situation(s)	0 <input type="radio"/>	1 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/>	4 <input type="radio"/> 6 <input type="radio"/> 5 <input type="radio"/> 7 <input type="radio"/>	8 <input type="radio"/> 10 <input type="radio"/> 9 <input type="radio"/>
Problem/incident properly documented	0 <input type="radio"/>	1 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/>	4 <input type="radio"/> 6 <input type="radio"/> 5 <input type="radio"/> 7 <input type="radio"/>	8 <input type="radio"/> 10 <input type="radio"/> 9 <input type="radio"/>
Issues a solution or recommendation(s); resolved problem	0 <input type="radio"/>	1 <input type="radio"/> 4 <input type="radio"/> 2 <input type="radio"/> 5 <input type="radio"/> 3 <input type="radio"/>	6 <input type="radio"/> 9 <input type="radio"/> 7 <input type="radio"/> 10 <input type="radio"/> 8 <input type="radio"/>	11 <input type="radio"/> 14 <input type="radio"/> 12 <input type="radio"/> 15 <input type="radio"/> 13 <input type="radio"/>
Technology				
Basic hardware/software knowledge, used correct terminology	0 <input type="radio"/>	1 <input type="radio"/> 2 <input type="radio"/>	3 <input type="radio"/> 4 <input type="radio"/>	5 <input type="radio"/>
Demonstrates ability to effectively answer client's technical questions	0 <input type="radio"/>	1 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/>	4 <input type="radio"/> 6 <input type="radio"/> 5 <input type="radio"/> 7 <input type="radio"/>	8 <input type="radio"/> 10 <input type="radio"/> 9 <input type="radio"/>
Meets the needs of the client/customer	0 <input type="radio"/>	1 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/>	4 <input type="radio"/> 6 <input type="radio"/> 5 <input type="radio"/> 7 <input type="radio"/>	8 <input type="radio"/> 10 <input type="radio"/> 9 <input type="radio"/>
Demonstrates troubleshooting skills and effective investigative methods	0 <input type="radio"/>	1 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/>	4 <input type="radio"/> 6 <input type="radio"/> 5 <input type="radio"/> 7 <input type="radio"/>	8 <input type="radio"/> 10 <input type="radio"/> 9 <input type="radio"/>
Delivery				
Thoughts and statements are well-organized and clearly stated; appropriate business language used	0 <input type="radio"/>	1 <input type="radio"/> 2 <input type="radio"/>	3 <input type="radio"/> 4 <input type="radio"/>	5 <input type="radio"/>
Demonstrates self-confidence, initiative, and assertiveness	0 <input type="radio"/>	1 <input type="radio"/> 2 <input type="radio"/>	3 <input type="radio"/> 4 <input type="radio"/>	5 <input type="radio"/>
Demonstrates ability to effectively answer questions	0 <input type="radio"/>	1 <input type="radio"/> 3 <input type="radio"/> 2 <input type="radio"/>	4 <input type="radio"/> 6 <input type="radio"/> 5 <input type="radio"/> 7 <input type="radio"/>	8 <input type="radio"/> 10 <input type="radio"/> 9 <input type="radio"/>
Demonstrates conflict resolution skills	0 <input type="radio"/>	1 <input type="radio"/> 2 <input type="radio"/>	3 <input type="radio"/> 4 <input type="radio"/>	5 <input type="radio"/>
Brings to closure	0 <input type="radio"/>	1 <input type="radio"/> 2 <input type="radio"/>	3 <input type="radio"/> 4 <input type="radio"/>	5 <input type="radio"/>

Penalties

Dress Code Penalty Deduct five (5) points when dress code is not followed. -5

Penalty Deduct five (5) points for failure to **follow guidelines**. -5

Judge's Comments: