

TELEPHONE TECHNIQUES

DESCRIPTION

Individual Jobs for Montana's Graduates (JMG) students will demonstrate a commitment to the JMG program and his or her Montana Career Association (MCA) by showcasing his or her ability to speak in a professional manner over the phone.

PURPOSE

To encourage JMG students to showcase their skills in displaying confidence, poise, and professionalism via telephone communication.

KEY LEARNING OBJECTIVES

The key learning objectives for students participating in this event are:

- Use of appropriate tone and volume through effective use of communication skills
- Properly conduct a phone call from start to finish
- Leave judges with a positive impression after the call

ELIGIBILITY

JMG students in grades 11 and 12, with current Jobs for America's Graduates (JAG) eNDMS roster as verified by JMG State Staff.

ENTRIES

Two entries per grade (11 & 12), for a total of 4 maximum entries per chapter.

OBSERVERS

Observers are not permitted in this competitive event.

COMPETITIVE EVENT TIMELINE

- The Telephone Techniques event will begin no earlier than 8:00 AM on Day 1 of IGNITE and should conclude no later than 5:00 PM the same day.
- On Day 2, the Telephone Techniques event will begin no earlier than 8:00 AM and should conclude no later than 11:00 AM the same day.
- Please refer to the official/posted competitive events schedule for actual times and assignments.
- Overall judging time may vary depending on the number of entries.



MONTANA CAREER ASSOCIATION

IGNITE MONTANA

CONFERENCE

APRIL 24 - 25, 2019

RED LION HOTEL & CONVENTION CENTER, BILLINGS, MONTANA



Each competitor will follow the time segments below:

COMPETITION	3 TO 5 MINUTES
JUDGING/FEEDBACK	10 MINUTES

EVENT RULES

1. Competitors will be required to use the same information in their phone call as submitted on the Telephone Techniques registration form.

Positions available:

- a. Administrative Assistant
- b. Customer Service Associate
- c. Maintenance Technician
- d. Marketing and Graphic Design Assistant
- e. Team Leader/Supervisor

Note: Individual job descriptions can be referenced in the Telephone Techniques event description.

2. Competitors will report directly to the Telephone Techniques competition room. They will wait in the hallway until the previous competitor has finished. **Failure to report on time may result in disqualification.**
3. Student competitors will contact JMG, Inc. at the scheduled event time using the phone provided in the competition room.
4. The JMG Inc. company representative will ask the competitor questions about the position he or she indicated interest for. The competitor may bring his or her resume for reference in responding to questions.
5. The representative of the JMG Inc. company will terminate the call after 5 minutes.
6. Competitors will be judged based on the criteria in the scoring sheet.
7. The "Points Possible" column on the score sheet indicates the maximum number of points available for each section. It is appropriate to record "Points Achieved" in a range from 0 to the maximum number.
8. Judges' decisions and scores are final.