Competitive Events Preparation Guide

Nebraska Future Business Leaders of America

Introduction

The *Nebraska FBLA Competitive Events Preparation Guide* serves as a resource for preparing advisers and students for the FBLA competitive events program. The guide gives advisers a starting point for event preparation and provides additional recommendations besides those found in the *Nebraska FBLA Handbook*, which is located on the Nebraska FBLA website at www.nebraskafbla.org.

The competitive events have been crosswalked to the National Business Education Association standards and the Nebraska Business Education standards. The competitive events support the knowledge and skills students learn in the classroom.

This resource is a broad-based document prepared by the Nebraska FBLA Board of Directors from tips shared by Nebraska advisers.

General Tips

- It is suggested that advisers develop an area of expertise in the competitive events based on their interests and experiences.
- Advisers will want to identify each student's strengths and enter the student in the appropriate competitive events.
- The Nebraska FBLA State Leadership Conference (SLC) guidelines require that students enter a minimum of **three** events and a maximum of six. It is suggested that each student enter five events plus attend two workshops.
- Each event is targeted for students in specific grade levels, e.g., 9-10. The guidelines for each event should be checked for the specified grade levels.
    - Keyboarding Knowledge, Spelling and Proofreading are the only events open to students in Grades 7-8.
    - The Future Business Leader and Job Interview events are open only to seniors.
- Participants should be given the guidelines for the events they are entering.
    - Share all elements of the competition with students.
    - Review rating sheets for the judged events to understand the areas of emphasis.
- More than one competitive event is held during a time slot at the conference. Therefore, competitors should check the tentative conference schedule for event conflicts before registering for an event.
- Alumni members, faculty members, business professionals, and other experts can assist in competitive event preparation.
- All judges' decisions are final.
- The national *FBLA Competitive Events Study Guide*, which can be purchased from the MarketPlace (www.fbla-pbl.org), provides sample questions, sample case studies, tips and strategies for competition.

General Performance Tips

- The rating sheet should be followed throughout the presentation.
- Students should introduce themselves, including the students' names and school, at the beginning of the presentation.
- Eye contact and gestures are important elements when presenting.
- Students should memorize their script in order to be competitive.
- When not speaking, team members should remain attentive and focused on the current speaker.

- Handouts and/or visual aids may be used when appropriate. (See guidelines for each event.)
- Students must follow the conference dress code guidelines. If they do not, there is a five-point deduction.
- Attire for team members should strive for a consistent overall look.
- Presentation software may be used during the performance component of some events to enhance the presentation.
- If used, equipment setup is handled **only** by the students.
    - Advisers cannot help and may not signal directions to the students.
    - The setup procedures should be practiced prior to the state conference.
- Team members should be prepared for questions from the judges—answering questions honestly and completely.
- All team members must participate in the presentation and the question-answer session.
- Each presenter should shake the hands of the judges at the conclusion of the presentation.
- For role-play events, when time is called competitors will want to bring the role play to a conclusion with a closing statement.

Objective-Test Events

- An accounting background is helpful for many of the written events as accounting concepts are included in most of the upper-level objective test events.
- Ties will be broken based on the order the tests are returned.
- All judges' decisions are final.

Adviser Tips

- Study folders for each competitor should be prepared.
    - Include a copy of the event guidelines found in the *Nebraska FBLA Handbook*.
    - Include competitive event study guides.
- Competitors must follow the competitive event guidelines.
- Sample copies of textbooks are great resources for students to check out (especially useful for events that are not offered in the school curriculum).
- The *National FBLA Competitive Events Study Guide*, which includes sample test questions, can be purchased from the MarketPlace (www.fbla-pbl.org).
- Sample production tests are also identified on Nebraska FBLA's Online Resources Guide (http://nebraskafbla.org/wp-content/uploads/2010/03/list-competitiveeventresourcesonline.pdf)
- Students should be advised about the proper procedures for filling out the Scantron sheets.
    - All bubbles should be filled in.
    - No. 2 pencils must be supplied by the competitors—no pens.
    - Event name should be written on the Scantron.
    - School name should be clearly written on the Scantron; do not use abbreviations.
- Only simple calculators may be used when testing; graphing calculators may NOT be used.
- Old tests from textbook publishers or from earlier textbook editions are excellent review sheets.
- Partner study sessions or group study nights can be held to prepare students for competition.

- The main topic areas or competencies covered on the tests are found in the event guidelines, which should be shared with students.
  - The competencies are found under the Procedure category for each competitive event listed in the *Nebraska FBLA Handbook*.
  - Competencies are listed in the order of emphasis (i.e., competencies listed first will have a higher percentage of questions than competencies listed last).

Student Tips

- Prepare for the competitive event.
- Attend study sessions arranged by the adviser.
- Study textbook glossaries.
- Use multiple textbooks as resources.
- Review sample materials provided by the adviser.
- Take online sample tests.
- Wear appropriate business attire.
- Bring No. 2 pencils and a non-graphing calculator to the competition.
- No graphing calculators, PDA's, or other memory storage devices are allowed in any event.
- Utilize online resources.
- Wear your name badge.

Accounting II

- This event is for members who have had more than one year of high school accounting instruction.
- Accounting II is an event that is composed of two parts: an objective test and a school-site application test. Each part is worth 50% of the final score.
- Fifty (50) minutes is allowed for the objective test and 30 minutes is allowed for the school-site application test.
- Students should practice timed production of various types of financial documents. Sample production tests can be found in the National Competitive Events Study Guide and on Nebraska FBLA's Online Resources Guide (http://nebraskafbla.org/wp-content/uploads/2010/03/list-competitiveeventresourcesonline.pdf)

School-site Application Test

- Students complete the application test at their school during the assigned testing dates.
- Any accounting or spreadsheet software may be used.
- Students should be prepared to complete problems for financial statements, bank reconciliation, payroll, trial balance, journalizing, inventory, depreciation, and adjusting/closing entries.
- Templates of financial documents and ledger accounts may be prepared in advance and used during testing.

Since this is a school-site test, the following procedures must be followed:

- The tests are mailed to the chapter adviser prior to the assigned testing dates, which are identified on the FBLA calendar.
- The FBLA adviser may **not** administer the event.

- The chapter adviser is responsible for finding a proctor to monitor the test.
  - An impartial adult, preferably someone familiar with the equipment, should be selected as the event proctor.
  - Event proctors can be another faculty member, computer coordinator, guidance counselor, principal, or business professional.
- The event proctor should be given the packet of test materials several days prior to the event to allow time to review the procedures.
- The event proctor places all test materials in a sealed manila envelope and returns it to the chapter adviser for mailing to the state office by the postmark deadline.
- The chapter adviser may not be present in the room during the event testing.
- A strategy should be developed with students to efficiently select problems, follow directions, complete the document, save and print.
- Problems do not have to be completed in the order listed unless specifically noted as such.

Computer Skill Events

The skill events include Computer Applications, Database Design and Applications, Spreadsheet Applications, and Word Processing.

- Students complete the events at their school during the assigned testing dates.
- The tests are mailed to the chapter adviser prior to the assigned testing dates, which are identified on the FBLA calendar.
- The FBLA adviser may **not** administer the event.
- The chapter adviser is responsible for finding an event proctor to monitor the test.
  - An impartial adult, preferably someone familiar with the equipment, should be selected to administer the test.
  - The proctor can be another faculty member, computer coordinator, guidance counselor, principal, or business professional.
- The event proctor should be given the packet of test materials several days prior to the event to allow the administrator time to review the procedures.
- The proctor places all test materials in a sealed manila envelope and returns it to the chapter adviser for mailing to the state office by the postmark deadline.
- The chapter adviser may not be present in the room during the event testing.
- All word processing documents must be prepared using the style indicated in the national FBLA Format Guide.
  - Students should review and have a good understanding of the styles identified in the national FBLA Format Guide.
  - Students may use the national FBLA Format Guide during the test.
- Any software may be used in these events. Students should be familiar with the software that they are using prior to the administration of the production test.
- Voice recognition software may be used.
- Students should practice timed production of various types of documents.
- A strategy should be developed with students to efficiently select problems, follow directions, complete the document, save, and print.
- All test directions should be followed.
- Students should proofread, proofread, proofread. Points are deducted for typographical errors.
- Problems are weighted according to difficulty and do not have to be completed in the order listed unless the problem has two parts.

Computer Applications

- Up to two members in Grades 9-12 may enter.
- The test is 60 minutes; instructions, setup, and closure take approximately 15 minutes.
- The Computer Applications event includes the following areas: word processing, database, spreadsheet, charts, and presentation slides.
- Software typically found in an office suite should be used for this competition.
- Preparation and completion of the following documents and problems may be expected:
    - Word processing: letters, memos, tables, and reports.
    - Database: Creating a database, sorting, searching, querying, and creating reports.
    - Spreadsheet: Completing spreadsheets, applying functions such as move, combine, and format; creating and applying formulas, creating charts from tables, creating financial documents
    - Charts: bar, line, pie, exploded pie, and stacked bar.
    - Presentation: Text slides with graphics and backgrounds, hyperlinks.

  In addition, students should be able to integrate applications (e.g., link a database to a word processing document to create a mail merge, link a spreadsheet chart to a presentation slide)
- Students are not expected to complete the Computer Applications test in the time allowed for state competition.
- Proofreading is important.

Word Processing

- Up to four members in Grades 9-12 who are or have been enrolled in word processing, computer applications and/or skill-related courses that included keyboarding instruction and/or keyboarding production work beyond what is taught in the basic one-year keyboarding course are eligible.
- The test is 30 minutes; instructions, set-up and closure take approximately 15 minutes.
- Students are not expected to complete the test in the time allowed for state competition.
- Preparation of the following documents may be expected: letters, memorandums, reports, tables, calculations, outlines, resumes, and material from rough draft or unarranged copy.
- Proofread!

Database Design and Applications

- Up to two members in Grades 9-12 can enter.
- The test is 30 minutes; instructions, set-up and closure take approximately 15 minutes.
- Members should be prepared to demonstrate design of multiple table databases (selection of tables, fields and data types, ER diagrams, relationships), creation of tables and inserting data into tables, development of single table SQL statements, development of multiple table SQL statements, and creation of forms and reports.
- Proofread!

Spreadsheet Applications

- Up to two members in Grades 9-12 may enter.
- The test is 30 minutes; instructions, set-up and closure take approximately 15 minutes.
- Preparation in basic mathematical and financial concepts as well as data organization concepts should be expected.
- Be prepared to utilize data by creating formulas, using functions, generating graphs for analysis purposes, using pivot tables, creating macros, generating financial documents, and filtering and extracting data.
- Items completed in a previous job may be linked or used in another job.
- Proofread!

Project-Based Events

Business Financial Plan
Business Plan
Computer Game and Simulation Programming
Desktop Application Programming
Digital Design and Promotion
Digital Video Production
E-business
Mobile Application Development
Public Service Announcement
Website Design

- The procedure for each project is found in the Competitive Events section of the *Nebraska FBLA Handbook.*
- These events are for an individual or team of 2-3.
- The topic for the project will change each year, except for the business plan, which is based on the student's choice of business.
- The project must follow the rating sheet located in the Competitive Events section of the *Nebraska FBLA Handbook.*
- Plan ahead as projects can require months to complete.
- It is helpful to utilize a local bank representative to assist students with the Business Financial Plan.

E-business and Website Design

- New topics are published annually in the national *Chapter Management Handbook* and the *Nebraska FBLA Handbook*.
- The same topic is used for state and national competition.
- The creation of the website may begin as soon as the topic is received.
- Any software may be used.
- The following guidelines are helpful hints:
    - Be consistent in color and format.
    - Make sure website is easy to navigate.
    - Verify all links, making sure they are all active.
    - Make sure website can be viewed in various browsers.
    - Follow copyright laws! Use proper documentation on the website; receive approval to support any text, photographs, trademarks, or names used on the site.
    - Use the latest technology to ensure that the website uses current applications.
    - Make sure proper URL is provided on the entry form.
- The website must be accessible for judging on the Internet by the established deadline.

Projects with Performance Events

Business Ethics
Business Presentation
Client Service
Electronic Career Portfolio
Emerging Business Issues

Business Ethics

- This is a team event for 2-3 members.
- For the preliminary round, teams prepare a written copy of their solution to the scenario provided in the event guidelines.

Performance

- The top 8 teams are selected to perform at the state conference.
- Each team has 7 minutes for the presentation given to a panel of judges followed by a 3-minute question-answer session.
- See General Performance Tips on page 2.

Business Presentation

- This individual or team event of 2-3 members consists of a presentation based on the topic identified in the *Nebraska FBLA Handbook*.
- A multimedia presentation should be used as an aid in delivering the business presentation.
- Each team will submit a video of the business presentation on DVD by the designated deadline.
- The presentation and competitors should be in clear view on the video.
- All elements of the video should be recorded to the DVD to ensure that it plays for the judges.
- Visual aids and props may be used.
- The top 8 submissions will be selected to present at the state conference.
- Bring your own power bar and extension cord. It's better to be overprepared.
- Speech teachers are good resources to use as judges for practice sessions.
- See General Performance Tips on page 2.

Client Service

- This is an individual event.
- The preliminary round consists of submitting a two-page solution to the case study, which is linked to the website.
- The top 8 competitors advance to the performance part of the event.
- Prepare by shadowing customer service departments.
- Study the basic steps to pleasing a customer, which can be found on the Internet.
- Keep the presentation as realistic as possible.
- Use thank you's, I apologize, our mistake in the conversation. However, don't overdo the apologies by incorporating them into every statement.
- When time is called competitors should bring the role play to an end with a closing statement.

Electronic Career Portfolio

- This is an individual event.
- Students develop an electronic career portfolio using any resource available.
- Follow the event guidelines and rating sheet to develop a detailed portfolio.
- The portfolio may be shown using a storage device or through an Internet connection. Remember that Internet connections always provide a risk of not working when needed.
- The portfolio is shared with a panel of judges who critique both the portfolio and the presentation.
- The presentation is 7 minutes followed by a 3-minute question-answer session.

Emerging Business Issues

- This team event of 2-3 members is based on a current business topic.
- The preliminary round consists of submitting a one-page affirmative and one-page negative response to the topic along with a one-page bibliography.
- The topic must be research based and not opinion based using a variety of resources.
- This event can be integrated into many classes and used as an assignment.
- The top 10 teams advance to the performance part of the event.

Performance

- Each team draws to present either the affirmative or the negative side to the topic.
- After drawing, the team has 5 minutes to prepare.
- The presentation is a maximum of 5 minutes.
- A question-answer period with the judges follows the presentation.
- See General Performance Tips on page 2.

Performance Events

Impromptu Speaking

- The speech must be four minutes (5 points are deducted for times under 3:31 or over 4:29).
- It is helpful to have knowledge of FBLA information and current events, as well as a good business vocabulary.
- Current electronic news magazines are helpful resources for business-related and current events knowledge.
- Students are sequestered during the event.
- Students must follow the conference dress code guidelines. If they do not, there is a 5-point deduction. A business suit gives the best impression.

Sample Impromptu Speaking Topics

- How do you define success?
- How has FBLA helped you build for your future?
- What does the phrase, “Getting involved makes good business sense,” mean to you?
- Which is more important: learning from mistakes or doing it right the first time?
- How have the skills you have gained in FBLA helped you with making difficult decisions?
- What is the biggest factor in determining a company’s success or failure?

Job Interview

Only seniors are eligible to enter the Job Interview event.

Letter and Resume Preparation Tips

- The resume and letter of application are printed on bond resume paper.
- Any appropriate resume and letter style may be used.
- The resume is limited to one page.
- The resume and letter are prepared prior to the conference; the documents are brought to the conference.
- Extra copies of the job application materials should be brought to the SLC in case the copies are misplaced.
  - Students may be responsible for bringing the materials to the conference.
  - Some advisers prefer to bring the students' materials to the conference.
- Mock interviews can be used to practice for the job interview.
- Letter must be addressed to Dr. Terry E. Johnson using the address provided in the competitive event guidelines.
- Students should review their competitive event schedules to see when an interview appointment can be scheduled.
  - Identify possible interview times.
  - Sign-up for an interview time at the state conference on Thursday.

Student Tips

- Emphasize something unique or special about yourself in the letter.
- Proofread, proofread, proofread!
- Ask other individuals to proofread your letter and resume.
- Sign the letter.
- Submit your letter and resume at Thursday's Job Interview session and receive your interview time. Wear conference attire.
- Preliminary round interviews are Friday afternoon.
- Practice interviewing before SLC.
- Review frequently asked interview questions.
- Dress in professional attire (suit) for the interview.
- Be at least ten minutes early for the interview.
- Practice using a firm handshake.
- Have questions prepared to ask the interviewer.
- Thank the interviewer.

Job Interview Callbacks

Semifinals

- Each preliminary round interviewer selects one student to advance to the semifinal round.
- The names of 40 individuals qualifying for the semifinal interview are posted (top student from each interviewer).
- Semifinal callback interviews are held Friday evening.
- The 40 semifinalists are divided into 5 groups of 8 students.
  - A judge selects the top two students to advance to the final callbacks from each group.
  - Semifinalists not advancing to the final round will receive Honorable Mention certificates.

Finals

- The names of the ten finalists are posted on the bulletin board after 10 p.m. on Friday. Advisers and competitors are responsible for checking the posting.
- Final interviews for the ten finalists are conducted by two or three judges on Saturday morning.
- Finalists are sequestered during the competition on Saturday morning.
- Final results are announced at the Awards Program.

Public Speaking

Before Registration Deadline

- Each chapter may enter one FBLA member from Grades 9-10 in Public Speaking I.
- Each chapter may enter one FBLA member from Grades 11-12 in Public Speaking II.
- The Public Speaking event information in the *Nebraska FBLA Handbook* should be reviewed with students.
- A hard copy of the speech and a CD of the speech must be submitted to the state office by the registration deadline. The student's name, chapter, and title of the speech should be placed on both the hard copy and the media.
- The top 20 speeches will be selected for the preliminary performance.
- Public Speaking I speeches must be 4 minutes in length (5 points are deducted for times under 3:31 or over 4:29).
- Public Speaking II speeches must be 5 minutes in length (5 points are deducted for times under 4:31 or over 5:29).

Speech Content

- Speech content must be developed from one or more of the nine FBLA-PBL goals.
- Speech must be the result of the competitor's efforts and must be of a business nature.
- Use **one** of the FBLA goals as the basis for the speech. Using more than one goal makes it difficult for the judges to focus on the direction of the speech.
- The evaluation rubric and the event guidelines found in the *Nebraska FBLA Handbook* should be reviewed.
- It is helpful to incorporate a story into the speech as this type of speech seems to compete well on both the state and national levels.
    - The story can be about the speaker or a famous "rags to riches" story.
    - The story should support the goal selected for the speech.

Presentation Tips

- Competitors should arrive 15 minutes early to the competition.
- No visual aids or speaking aids may be used.
- Members are encouraged to watch the presentation.
    - It is helpful to have an audience to react to the speech in order to have instant feedback.
    - Judges often will not show any reaction.
- Students must follow the conference dress code guidelines. If they do not, there is a 5-point deduction. A business suit gives the best impression.
- Using note cards will not put a competitor in contention.
    - The speech should be memorized.
    - Note cards tend to restrict the natural use of gestures and often become a crutch when the competitor is nervous.

Chapter Projects

Report writing is a positive method for students to summarize successful chapter projects. Even though report writing takes time, it is very rewarding for students to see the culmination of a chapter project. To reinforce writing across the curriculum, FBLA reports provide an important means to achieve this goal. Specific guidelines for reports can be found in the *Nebraska FBLA Handbook*. Suggestions for both written reports and the performance are listed below.

Project Reports

- The guidelines for each report should be reviewed before starting the project.
- It is important to **start early** in the school year or during the summer months to brainstorm and plan.
- Chapter officers should brainstorm project ideas when developing the chapter's program of work.
- Projects should be based on need.
- Funding opportunities, such as grants, may be available to support projects.
- Officers should take the ideas to the membership.
- Two or three committee members should be assigned to the project.
- It is useful to develop a project timeline.
- Previous national winning reports are available for purchase from The Marketplace. The state office also has report resources available for check out.
- Committee chairpersons should make notes on the planning and development of the project, which will be used to develop the report rough draft.
- All sections identified on the rating sheet must be included in the report.
- The table of contents should follow the order of items on the rating sheet.
- Report writing time should be scheduled early in the year. If a chapter is writing more than one report, it works best to set a lab time that will work for more than one project group.
- The writing process should be fun. Order food or plan social activities around the lab time.
- Deadlines for the rough draft and final copies should be set.
- Desktop publishing software should be used to format the final report.
- A consistent design layout throughout the report is essential.
- One picture per page is more appealing to the eye.
- The final document must be proofread carefully.
- Report guidelines must be double checked to make certain all requirements are met.
- Guidelines for the report cover and the number of pages must be followed.
- It is important to follow directions to ensure that the report is not disqualified.
- The final report should be printed in color.
- The report must be bound following the report guidelines.
- No items may be attached to the front cover.
- Covers may not be in plastic binders or laminated.
- It is unacceptable to have a plastic sheet overlaying the front cover.

Performance

The five reports with the top written scores are selected for the performance part of the event.

- No more than three chapter members may present the project.
- The maximum performance time for chapter events is seven minutes, followed by a three-minute question-and-answer session with the panel of judges.
- There is no minimum time for the presentation, but it should take at least seven minutes to cover the basics of the project.

- The rating sheet should be followed throughout the presentation.
- Presentation software is used during the performance component of the event to enhance the presentation.
- The presentation should be practiced in front of a group followed by an evaluation of the performance.
- Team members should introduce themselves, including the students' names and school, at the beginning of the presentation.
- Eye contact and gestures are important elements when presenting.
- Students should memorize their script in order to be competitive.
- When not speaking, team members should remain attentive and focused on the current speaker.
- Handouts and/or visual aids may be used when appropriate.
- Students must follow the conference dress code guidelines. If they do not, there is a five-point deduction.
- Equipment setup is handled **only** by the students.
    - Advisers cannot help and may not signal directions to the students.
    - The setup procedures should be practiced prior to the state conference.
- Team members should be prepared for questions from the judges—answering questions honestly and completely.
- Each presenter should extend a handshake to the judges at the conclusion of the presentation.

Online Test Events with Performance

Banking and Financial Systems
Entrepreneurship
Global Business
Hospitality Management
Marketing
Management Decision Making
Management Information Systems
Sports and Entertainment Management
Network Design

These team events consist of two (2) parts: an objective test and a performance component consisting of a problem or scenario. The online objective test is taken collaboratively by the team prior to the state conference. The top teams determined by the objective test score will interact with a panel of judges and present the solution to the case study.

- Each team is composed of 2-3 members from a chapter.
- Teams should develop a testing strategy prior to the competition.
- One team member should enter the team's answers.
- The 5 teams with the highest objective-test scores will interact with a panel of judges and give a presentation of a case study at the state conference.

Performance Guidelines

- Participants should be prepared to defend their decisions and respond to questions from the judges during the presentation.
- Team members are not sequestered.
- Team members have 20 minutes to prepare for the presentation.

- The participants have 7 minutes to interact with a panel of judges and demonstrate how they would solve the problem. The judges will play the role of the second party in the presentation; refer to the case for specifics. This is a role-play event.
- Team members should review the rating sheet.
- Business professionals are a good source for case problems and their solutions.
- Sample case studies can be found on the national website, the national Competitive Events Study Guide, and at the end of this document.
- The performance format is an excellent teaching strategy for use in many business classes.
- See General Performance Tips on page 2.

Objective-Test Events with Performance

Future Business Leader

This event consists of three parts: objective test, letter of application and resume completed for the Job Interview event, and the interview. (Refer to the Job Interview Tips found on page 10.)

- Only seniors entered in the Job Interview event are eligible for the Future Business Leader event.
- The names of the finalists are posted on the conference bulletin board after 10 p.m. on Friday. Advisers and competitors are responsible for checking the posting.
- The 8 finalists are selected based on their preliminary Job Interview score and their Future Business Leader test score.
- A panel of two or three business professionals serves as judges for the interview.
- This event is **not a job interview**; the interview is based on the following criteria:
    - Participation/leadership in FBLA.
    - Participation in other school and/or community organizations.
    - Demonstration of outstanding achievement.
    - Career knowledge and career plans.
    - Personal appearance, communication skills, poise and self-confidence.
    - Knowledge of current events.
- Students need to elaborate on their responses while answering the questions.
- Professional business attire is important.
    - For males a business suit or sports coat is essential.
    - For females a business suit is essential.
- Finalists are sequestered prior to competition on Saturday morning.
- The Future Business Leader rating sheet found in Section 4 of the *Nebraska FBLA Handbook* should be reviewed with students prior to competition.

Help Desk

- This is an individual event consisting of an objective test given at the state conference and a performance component.
- The 8 individuals with the highest test score qualify for the performance part of the event.
- Competitors have 10 minutes to prepare and 5 minutes to interact with a panel of judges role-playing the situation presented to them.
- Study the basic steps to helping a client or co-worker with a technology problem.
- Keep the presentation as realistic as possible by asking questions and offering various solutions to the problem.

Parliamentary Procedure

Basic Knowledge

- Participants should have a basic knowledge of motions and other parliamentary terminology.
- The students test over sections of the *1200 Registration Exam Questions* developed by the National Association of Parliamentarians.
- Competitors seeking to place in the event should study a minimum of one hour daily for at least six weeks prior to competing.
- The team members' scores are averaged and the top four teams perform.

Performance Tips

- A good resource for possible problems can be found in the Q and A section of the *National Parliamentarian*, the official publication of the National Association of Parliamentarians. A subscription to the *National Parliamentarian* can be obtained for a nominal fee (www.parliamentarians.org).
- Team members should hold at least six 2-hour practice sessions (one hour is spent on practice tests, the other hour is spent on team demonstrations).
- Team roles should be assigned: presiding officer, secretary, treasurer and member.
- A basic written script agenda of a meeting, including motions the team will include, should be prepared.
- The situation described in the problem and the motions identified in the problem should be included in the demonstration. Therefore, it may be necessary to drop items from the team's prepared meeting to stay within the time limit.
- The natural quality of the meeting is essential; the meeting must not appear rehearsed or "canned."
- A gavel is needed for the demonstration.
- Team members should dress professionally and wear a similar uniform if possible.
- Team members should introduce themselves to the judges.
- The demonstration begins and ends with the rap of the gavel.
- No ceremony, such as a flag salute, is needed for the demonstration.
- The demonstration is 9 to 11 minutes; points are taken off for a demonstration less than 8' 30" and longer than 11' 30".

Team Preparation Time

- Team members have 20 minutes to prepare for the demonstration.
- Problems often consist of a parliamentary situation and four or five motions to include in the demonstration.
- Parliamentary reference materials may be used to solve the problem. Scripts cannot be taken into the demonstration room.
- Each member may take to the demonstration a copy of the problem, but the copy of the problem may not contain any additional notes or writing.
- Team members should evaluate the written problem and assign roles.
- Members will decide on the debate, assign pros and cons for the debate, and determine where the problem fits in the meeting agenda.
- The secretary should simulate taking minutes.

Sample Case Studies

Client Service

Position and Company

You are employed as a customer service representative for National Magazine Company, which publishes ten popular print magazines. Your company prides itself on keeping its current subscribers and also offers many promotional activities to encourage new subscribers. Your job is to provide a positive link between the company and its customers by providing service and promoting good will.

Scenario

It was time for Luke Ingles, a resident of Nebraska, to renew his subscription to Sports World, a popular magazine for men and women, published by National Magazine Company. Sports World offered to send a friend a free year's subscription with Mr. Ingles' renewal subscription. Luke chose to give the subscription as a holiday gift to his friend Jason Lee, who now lives in California.

Long after the holidays were over, no subscription arrived for Jason. A call by Luke to Sports World's Customer Service Department (where you work) revealed that the customer service representative had never heard of the offer. After some persistence, Luke eventually received a promise that the subscription would soon be on its way. Months passed with no magazine arriving at Jason's address.

In mid-July, another offer from Sports World arrived at Luke's home for a free subscription for a friend with the renewal of his subscription. More calls were placed by Luke to the Customer Service Department; more representatives who were not aware of the offer responded; more promises were given that the subscription would be sent. Once again, no subscription appeared in Jason's mailbox.

Finally in October, Jason received a bill for the nonexistent "free" subscription. Jason emailed Luke with the latest update on the gift subscription to Sports World.

Now Luke was really angry. He called the Customer Service Department to get Jason's bill removed plus cancel his subscription to Sports World. Forget about ever recommending Sports World to a friend or anyone! Luke no longer wants the magazine in his home; he wants an apology to all involved; he wants compensation for the time and frustration spent on this situation.

Luke calls the Customer Service Department and you answer the call. You know you have a very unhappy customer who has been a subscriber to Sports World for seven years.

How will you handle this situation? At a minimum, you will want to cover the following:

- What steps will you take to calm and reassure the customer?
- What procedure will you follow to make Luke and Jason satisfied customers?
- What steps will be taken to reassure the client that this will not happen again?
- What procedures should be taken by National Magazine Company to prevent this situation in the future?

Entrepreneurship

Carol's cookies were causing her trouble. Actually the success of her cookies was causing her trouble. She couldn't produce enough cookies to meet customer demands, and her catering business was suffering due to the success of this one product. Furthermore, she didn't have any time for herself or her one-year-old daughter.

Carol had spent a couple of years at a community college upon graduating from high school; and during high school and her college years, she had worked at various restaurants. She started out as a bus girl then became a hostess, then waitress and eventually a cook. She even gained experience at a mid-range family restaurant as a sales representative on the catering side of the business . . . all by the time she was 21 years old.

Carol met her husband Tom while attending the community college. He was employed by a large corporation and was taking advantage of his employers' continuing education program to brush up on his computer skills. The original plan had been for Carol to finish her college education on a full-time basis and work part time; but when their daughter Angela was born, the couple's plans were changed. Carol would stay home with Angela and supplement their income with a small catering business.

Carol started by purchasing a fax machine and advertised her business to local companies by faxing them menus. They could simply check off what they wanted, send the order by 10:00 a.m., and she would courier their lunch to them by noon. Her unique selling proposition was that the customer could order a sandwich and chips for $2.99 and get a big cookie (a chocolate chip cookie the circumference of your hand) for free. The cookies only cost her $.20 to make, and to her it was an inexpensive way of setting her service apart from her competition. Her cost of goods (she purchased her supplies from a local supermarket) was about 70 percent of her sandwich price, not including the cookie.

Carol had been in business for one year and was building her clientele, but she wasn't making any significant money. In fact, Tom figured by the time she added in delivery expenses, she was actually losing money. Tom suggested she get another job, and the lack of profit had become a source of tension for the couple.

That was when the cookie business took off. Orders for only cookies began pouring in, primarily for afternoon snacks at various offices and also for meetings. Carol then began providing the five Bagel Stop restaurants with "Carol's Cookies to Go," and sold the cookies to her corporate clientele and the Bagel Stops for 50 cents each. The Bagel Stops charged $1.00 for each cookie. Before she knew it, she was baking 500 cookies per day and not keeping up with sandwich orders. She didn't want to hire staff as she really didn't have the money to pay anyone else much less herself. She also didn't have the money to invest in more equipment, and Tom was growing tired of funding the business.

Carol feels as though she has invented a cookie monster and wants out of her dilemma. She has turned to you for advice as to how to meet customer orders, make a profit and even grow the business. She also wants to spend more time with her daughter; therefore, she only wants to work 20 hours per week. It is up to you to help Carol by addressing each of the issues she has presented to you.

Network Design

Because of declining populations, increased governmental regulation, and escalating technology costs, the community banks in the towns of Newton, Cambridge, and Oakdale have decided to merge into a single institution, First Community Bank. One of the challenges of merging the banks is standardizing the information technology infrastructure of the three banks.

Because all three banks have previously made do with outdated computers and network equipment, the bank would like your firm to provide a proposal for the purchase of new equipment, including servers, computers, printers, switches, routers, etc., as well as data communication capabilities between the three offices.

Include the following requirements in your design:

- Each of the three banks will need ten new computer systems. These computers will need to be able to handle software applications such as Word and Excel and will be used to prepare loan and deposit documentation. Each computer needs to be network ready. Each PC will typically be assigned to only one employee.
- Data communication between each branch is going to be especially important. Because this represents a major monthly expense, bandwidth needs to be balanced with cost.
- The bank location in Newton will house the core banking server, which stores customer banking information and handles the daily processing of each account. This equipment was purchased previously and has been in operation for over a year.
- Currently the bank operates in a peer-to-peer network environment. With the need to provide daily data backups of critical data, a standardized email system, and efficient virus protection, the bank feels it might be appropriate to install one or more network servers.
- Internet access is important to more and more business functions and needs to be available at each computer. Proper precautions against viruses and unauthorized access via the Internet need to be considered.
- As email is fast becoming the communication method of choice, each employee should have their own email address and needs to be able to send and receive email from their computer.
- Each of the banks is currently wired for network access back to a central wiring closet, so it won't be necessary to run new network cabling. Adequate space is available in the wiring closet at each branch for equipment, such as servers, switches, and routers.
- A quality laser printer needs to be purchased for each bank location. Each PC should be able to print to this central printer.
- Because the bank must protect its customer information at all times, data security is of utmost concern.

Parliamentary Procedure

Sample Problem No. 1
In view of the economy, some members have suggested that to help employers and job seekers get together, the chapter should hold a Job Fair as a community improvement project. You must also plan a social event for membership recruitment and fund raising. Your demonstration must address both of these issues.

Your demonstration must include at least four of the following motions.
- Division of the Question
- Postpone to a Certain Time
- Raise a Question of Privilege
- Previous Question
- Parliamentary Inquiry

Sample Problem No. 2
At your last meeting a motion "to host a Leadership Retreat for the officers of all student organizations at your school" was pending when the meeting adjourned. Also pending were motions to "postpone the motion indefinitely" and "refer the motion to a committee." This situation must be addressed in your demonstration.

In addition to addressing the scenario, your demonstration must include four of the following five motions:
- Lay on the table
- Substitute
- Limit debate
- Call for the orders of the day
- Reconsider

Your performance must include one motion from each classification:
- Main
- Subsidiary
- Privileged
- Incidental
- Bring again