

Client Service Written Case Study Rating Sheet

Content	Not Demonstrated	Below Expectations	Meets Expectations	Exceeds Expectations	Points Earned
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	1-7	8-14	15-20	
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	1-7	8-14	15-20	
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	1-7	8-14	15-20	
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	1-7	8-14	15-20	

Written Presentation

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	1-2	3-4	5	
Include correct grammar, punctuation, and spelling	More than 5 grammar, punctuation, or spelling errors	3-4 grammar, punctuation, or spelling errors	No spelling errors, and not more than 2 grammar or punctuation errors	No spelling errors, and not more than one grammar or punctuation error	
	0	1-2	3-4	5	
Include supporting documentation including a Work Cited page	More than one of the components listed is not addressed	Description of one or more components is limited OR one component is not described	All components are described adequately	All components are described adequately with supporting documentation	
	0	1-3	4-7	8-10	
Case Study Subtotal (100 max)					

Penalty Points (Mark all that apply)

Event Guidelines not followed	-5	Total Penalty	-
		Grand Total	

Name _____

School _____

Judge's Signature _____ Date _____

Judge's Comments _____
