

Technical Description

Business

Skill 43



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1 Skill Overview

1.1 Skill Name and Category

Business, Services

1.2 Number of Competitors

This is an individual Skill Competition with one competitor.

1.3 Competition Time

The total competition time is 2 hours 30 minutes and is divided into the following modules:

- Module A: Business Framework – 1 hour
- Module B: Customer Service and Sales – 1 hour 30 minutes

1.4 Description of the Skill

Business professionals operate in a customer-oriented manner, providing high-quality service and support across various business environments. They possess strong communication and teamwork skills, enabling effective collaboration and customer interaction.

In customer service roles, professionals are expected to search for and understand information about products and services and clearly communicate this information to customers. Success in this skill requires a combination of interpersonal competence, product knowledge, and the ability to meet customer needs efficiently and professionally.

2 Task Assignment Overview

2.1 Task Assignment Description and Familiarisation Session

The Task Assignment is the main competition task used to assess the competitors' skills. It defines what the competitors must complete during the competition and forms the basis for all assessments. The final result is evaluated only on the finished work produced during the official competition time.

A familiarisation session is organised on C-1. During this session, competitors may enter the workshop, see the workspace, check the available tools and materials, and ask questions about procedures or practical arrangements. Competitors are not allowed to practise, start, or rehearse any part of the Task Assignment during this session.

2.2 Task Assignment Structure

The competition consists of two modules:

Module A: Business Framework

Competition time: 1 hour

Competitors complete multiple-choice questions covering general business terminology and percentage calculations. Each question has three answer options. The questions assess competitors' understanding of common business concepts and their ability to solve percentage calculations.

Competitors complete the task using a pen on a printed form. Scrap paper for notes and calculations and a calculator are provided.

An Interpreter may be used. The competitor's English language skills are not assessed.

Module B: Customer Service and Sales

Competition time: 1 hour 30 minutes

The module takes place in a mock shop selling interior décor and homeware products, clothing, and accessories. Competitors carry out tasks related to maintaining the shop, displaying products, customer service, and sales. Initiative and sales promotion are considered.

Competitors check written information such as inventory, pricing, and product information. Safe, ergonomic work practices and recycling are also considered. Office supplies are provided.

A person portrays an English-speaking customer. The customer follows a script so that the interaction begins in the same way for each competitor. The interaction may then develop according to the competitor's actions. An Interpreter may be used during the interaction. The competitor's English language skills are not assessed.

2.3 Task Assignment Technical Requirements

Competitors are required to demonstrate the following skills and knowledge:

Module A: Business Framework

- understand common business terminology and concepts;

- understand the purpose and use of common business documents and terminology;
- perform percentage calculations;
- interpret the information provided and select the correct answer from the available options.

Module B: Customer Service and Sales

- organise work effectively;
- maintain a neat and orderly working environment;
- apply safe and ergonomic working practices;
- apply appropriate recycling practices;
- check and verify inventory, pricing, product, and other relevant information;
- provide professional customer service;
- apply sales skills and promote sales;
- handle, arrange, and display products appropriately;
- provide customers with correct information;
- demonstrate relevant product knowledge;
- respond appropriately to customer requests and questions;
- manage competition time effectively.

The Task Assignment and module-specific instructions define the exact requirements, including the tasks to be completed, products and information to be used, and any task-specific variations or additional elements.

3 Materials and Equipment

3.1 Materials and Equipment Provided by the Competition Organiser

The Organiser provides the materials, tools, and equipment listed below.

Images are for reference only. They do not indicate a specific brand or model unless otherwise stated in the specifications. Quantities are per competitor unless otherwise stated.

Items will be available at the competitor's workstation or in the designated competition area, as appropriate. Where exact brands, models, or task-specific material details are not specified, these may be confirmed before the competition or defined in the Task Assignment, as appropriate.

No.	Equipment / Material	Picture	Specifications	Quantity
01	Display table			1
02	Shelving unit			1
03	Assortment of products		Defined in the module-specific instructions	As required
04	Boxes			As required
05	Step stool			1
06	Waste bin with compartments		Suitable for waste sorting and recycling	1

07	Clothes rack		1
08	Office supplies	 Pens, paper, stapler, tape, sticky notes, scissors, and calculator	1 set
09	Clock		1
10	Clothes hangers		As required
11	Information folder		1
12	Stool / chair		1
13	Folding table		1
14	Gloves		1 pair
15	Paper shopping bags		As required



3.2 Materials and Equipment Supplied by Competitors

Competitors may bring only the materials, tools, and equipment listed below. Personal tools and equipment must fit within a toolbox or tool case suitable for checked luggage, with a maximum total weight of 23 kg, including the toolbox or case. This requirement does not apply to clothing, footwear, personal protective equipment (PPE), or equipment required due to the competitor's condition or special needs and agreed in advance with the Organiser.

Images are for reference only. They do not indicate a specific brand or model unless the specifications state otherwise. Quantities are per competitor unless otherwise stated.

No.	Equipment / Material	Picture	Specifications	Quantity
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Competitors are not required to bring any materials, tools, or equipment.

3.3 Prohibited Materials and Equipment

Competitors may use only the materials, tools, and equipment listed in Sections 3.1 and 3.2, unless otherwise authorised by the Skill Manager or Chief Judge. This restriction does not apply to clothing, footwear, or personal protective equipment (PPE) required in Section 4.1, or to equipment required due to the competitor's condition or special needs and agreed in advance with the Organiser.

All other materials, tools, and equipment are not permitted.

4 Skill-Specific Requirements

4.1 Skill-Specific Requirements

The Skill-Specific Requirements below apply to this Skill Competition and must be followed in addition to the Abilympics Competition Rules. The Skill Manager or Chief Judge may provide additional instructions, as needed, to ensure the competition is conducted safely and fairly.

Topic	Skill-Specific Requirements
Materials and tools provided by the Organiser	Competitors must check all materials, tools, and equipment provided by the Organiser before the competition begins. If anything is missing, damaged, or defective, competitors must immediately inform the Judges. No replacements will be provided after competition time has commenced, unless authorised by the Judges. If equipment provided by the Organiser fails and the failure is confirmed not to have been caused by the competitor, the Chief Judge may grant additional time. The Organiser provides all materials and tools required for the competition. The products used for display and sales relate to home décor and homeware, clothing, or accessories. The module-specific instructions define the specific products.
Use of personal tools	Personal tools, materials, and equipment are not permitted. This restriction does not apply to equipment required due to the competitor's condition or special needs and agreed in advance with the Organiser.
Personal protective equipment (PPE)	PPE is not required for this skill.
Clothing / Uniform	There is no mandatory uniform. Competitors must wear clean, comfortable clothing suitable for customer service and retail work. Clothing must not display large commercial logos or promotional branding. Small, non-distracting brand marks are permitted.
Sideline coaching	Competitors must remain at their workstations or within the designated competition area during competition time, unless authorised to leave by the Judges. Competitors may not communicate with other competitors or members of the public during competition time. Competitors may communicate with Judges, Interpreters, personal assistants, and other authorised persons when required. The role and permitted involvement of a personal assistant must be agreed in advance with the Organiser based on the competitor's condition or special needs.

Topic	Skill-Specific Requirements
Use of technology	Competitors may not use personal laptops, tablets, mobile phones, smartwatches, or other personal communication or electronic devices during competition time. Competitors must store such devices away and may access them only during the lunch break or at the end of the competition day. This restriction does not apply to devices required due to the competitor's condition or special needs and agreed in advance with the Organiser. Judges and Interpreters may use devices required for their official duties only as agreed by the Skill Manager and the Chief Judge. The Skill Manager and the Chief Judge may use devices required for competition management and will specify any additional restrictions or permitted device use within the competition area.

5 Assessment Framework

5.1 Assessment Principles

All Abilympics Skill Competitions are marked out of 100 points.

Points are divided between criteria that reflect the required skills and expected outcomes.

Two methods of assessment are used:

- **Measurement:** objective, factual scoring (e.g., size, accuracy).
- **Judgement:** expert evaluation of quality, technique, and artistic choices.

5.2 Assessment Areas

Detailed marking criteria and scoring are provided in the Task Assignment.

Assessment focuses on the following key areas:

Assessment Area	Points
Module A: Business Framework	30
Module B: Customer Service and Sales	70
Total	100