



FBLA HELP DESK

Performance Rating Sheet

Preliminary Round Final

(Mark one score per row **AND** write score in the Points Earned column. Use Tie Breaker column to add or subtract points to break ties.)

| Expectation Item | Not Demonstrated | | Below Expectations | | Meets Expectations | | Exceeds Expectations | | Points Earned | Tie Breaker |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------|---|----------------------------------------------------------------------|---|-------------------------------------------------------------------------|---|-----------------------------------------------------------------------------------------|---|---------------|-------------|
| | 0 | ○ | 3 | ○ | 7 | ○ | 10 | ○ | | |
| 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 | ○ | 3 | ○ | 7 | ○ | 10 | ○ | | |
| 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 | ○ | 3 | ○ | 7 | ○ | 10 | ○ | | |
| 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 | ○ | 3 | ○ | 7 | ○ | 10 | ○ | | |
| 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 | ○ | 3 | ○ | 7 | ○ | 10 | ○ | | |
| Shows knowledge of terminology and components related to the case study | No understanding of the case study demonstrated | | Terminology is presented but not expanded on | | Clear understanding of terminology and implementation into presentation | | Terminology is communicated clear enough for client to proceed on own | | | |
| | 0 | ○ | 3 | ○ | 7 | ○ | 10 | ○ | | |
| Demonstrates conflict resolution and closure to the case study | No closure was provided | | Situation was closed OR conflict was resolved | | Conflict was resolved, the situation has closure | | Conflict was resolved, the situation has closure, and client is satisfied | | | |
| | 0 | ○ | 7 | ○ | 14 | ○ | 20 | ○ | | |

Delivery Skills

| | | | | | | | | | | |
|-------------------------------------------------------------------------------|-----------------------------------------------|---|-----------------------------------------------------------------|---|--------------------------------------------------------------------------|---|-----------------------------------------------------------------------------------------|---|--|--|
| Statements are well-organized and clearly stated | Presenter did not appear prepared | | Presenter was prepared, but flow was not logical | | Presentation flowed in logical sequence | | Presentation flowed in a logical sequence; statements were well organized | | | |
| | 0 | ○ | 3 | ○ | 7 | ○ | 10 | ○ | | |
| Demonstrates self-confidence, poise, assertiveness, and good voice projection | Presenter did not demonstrate self-confidence | | Presenter demonstrated self-confidence and poise | | Presenter demonstrated self-confidence, poise, and good voice projection | | Presenter demonstrated self-confidence, poise, good voice projection, and assertiveness | | | |
| | 0 | ○ | 3 | ○ | 7 | ○ | 10 | ○ | | |
| Demonstrates ability to effectively ask and answer questions | Unable to ask or answer questions | | All questions were answered and at least one question was asked | | All questions were clearly answered, and two questions were asked | | All questions were clearly answered, and more than three questions were asked | | | |
| | 0 | ○ | 3 | ○ | 7 | ○ | 10 | ○ | | |
| Performance Subtotal (100 max) | | | | | | | | | | |

Penalty Points (Mark all that apply)

| | | | | | | | | |
|-------------------------|----|---|--------------------------------------------------------------------|---|---|----------------------|------------------------------------------------------------|--|
| Dress Code not followed | -5 | ○ | Deduct 5 points for each instance of guidelines not being followed | — | ○ | Total Penalty | — | |
| | | | | | | | Grand Total | |
| | | | | | | | Objective Test Score (to be used in case of tie) | |

Name: _____

School: _____

State: _____

Judge's Signature: _____

Date: _____