



PBL CLIENT SERVICE

Performance Rating Sheet

 Preliminary Round

 Final Round

Evaluation Item	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Content					
Scenario is understood and well defined	0	1-5	6-10	11-15	
Participant's position is clearly stated	0	1-5	6-10	11-15	
Effective solution is offered	0	1-5	6-10	11-15	
Comments					
Delivery					
Statements are well organized and clearly stated	0	1-5	6-10	11-15	
Participant displays empathy/diplomacy when responding to situation	0	1-2	3-4	5	
Participant demonstrates self-confidence, poise, and good voice projection	0	1-3	4-7	8-10	
Demonstrates ability to effectively ask and answer questions	0	1-5	6-10	11-15	
Participant actively interacts with judges	0	1-3	4-7	8-10	
Comments					
Subtotal					/100 max.
Penalty Deduct five (5) points for failure to follow guidelines.					
Dress Code Penalty Deduct five (5) points when dress code is not followed.					
Final Score					/100 max.

Name(s): _____

School: _____ State: _____

Judge's Signature: _____ Date: _____

Judge's Comments: