



Agricultural Sales CDE

Purpose

The purpose of the Agricultural Sales Career Development Event is to provide an individual with the basic skills to take advantage of the career opportunities offered in the sales field. Sales are an essential part of a market economy. Agricultural products benefit from sales skills, both for inputs for production and the marketing of products. The objective of this event is to develop the sales process through communication skills, product knowledge, and the ability to maintain customers.

Sponsor

The North Carolina State Grange currently sponsors this event.

Superintendent

The superintendent for this event is Dr. Jason Davis, State FFA Coordinator, NCSU Box 7654, Raleigh, NC 27695-7654 Phone: 919.513.0216 Fax: 919.513.3201 Email: jason_davis@ncsu.edu

Eligibility

This event is open to all FFA chapters and FFA members in good standing. FFA member may not participate in a Career Development Event that leads to a state level event after July 1, following their high school/early college graduation. Members winning a previous state event in this area or that have participated in a previous national event in this area are ineligible.

Each chapter may send one team to compete at the state event. Teams shall consist of three or four members. Four scores will count towards the team total (A three-member team will earn a zero for the 4th score). No alternates are allowed in state events. Any alternate found participating in a state event would result in team disqualification.

FFA members in good standing may also participate as individuals in this event. A chapter may have up to two members participate as individuals as long as the chapter does not have a team participating in the event. Their scores will only count toward individual recognition, and will not be tallied as a team score.

The use or possession of cellular phones or any other mobile electronic communication device is prohibited during any state-level career development event. Any violation of this rule by any team member will result in total team disqualification.

FFA members participating in career development events that require the use of calculators may only use non-programmable/graphing calculators that do not have the ability to communicate with other calculators. Calculators will be screened prior to the start of a CDE for acceptability. Students caught using data stored on a calculator or communicating with other calculators will result in a total team disqualification for the event.



Any member found cheating in any state-level career development event will result in total team disqualification for that event.

The North Carolina FFA Association, in keeping with the FFA mission and purposes, does not permit the use of tobacco products, e-cigarettes, vapes, or Juuls at any FFA facility or at any FFA activity.

Dress Code

Participants are required to follow the North Carolina FFA Career Development Event Dress Code. Participants are allowed to wear long pants, an appropriate shirt with a collar or an appropriate high school or FFA t-shirt. The North Carolina FFA Association strives to promote a positive image at all Official FFA Events. The dress code policy was established to address the issue of appropriate attire at all Official FFA Events. Members should adhere to this policy for all events. A ten percent reduction will be applied to all individual scores from a chapter if a participant from that chapter violates the dress code during that career event.

Procedures for Administering the Event

An agricultural product or service will be chosen by State FFA Staff and shared with teams by December 1st. This product will be the product used in both the group practicum as well as the sales presentation.

Round 1

Group Practicum

1. Team members will work together to demonstrate teamwork, group dynamics, problem solving, data analysis, decision making and oral communications. Teams will be allowed to use a self-prepared 1-inch resource binder for the event.
2. The following information will be provided to the team at the event as if they were a group of salespeople working together to develop the pre-call planning prior to conducting a sales call.
 - a. Product information (by December 1st)
 - b. Profile of one or more customers (when they arrive for the team activity)
 - c. The team will be provided with paper and pencils. No presentation equipment such as laptops, flipcharts, or dry erase boards will be allowed.
3. The team will then develop the pre-call plan (for the product(s) provided prior to the event) necessary to sell the product(s) in a face-to-face sales call. This pre-call plan should identify:
 - a. Potential questions to build rapport for the scenario.
 - b. Common interests that team members have with the customer.
 - c. Questions that help determine the wants and needs of the customer.
 - d. Active listening skills or techniques for determining needs and wants.
 - e. Potential needs and wants of the customer and match them to the products' features and benefits.
 - f. Potential objections of the customer.
 - g. Potential concerns of the customer.
4. As part of the pre-call activity:



- a. Teamwork and involvement of team members will be judged.
- b. Students are expected to explain their decisions for the pre-call plan based on selling principles.
- c. The team will be given 15 minutes to analyze the information and prepare to answer questions about the pre-call plan.
- d. During the 15 minutes, the team will be judged using the team activity scorecard.
- e. Team members, after the conclusion of the 15 minutes, will have an additional 15 minutes to individually answer questions from the judges, and they will answer without assistance from their team members.

Written Test

Each participant will take a 25 question multiple choice test. Participants will have 25 minutes to complete the test (maximum score of 100 points). The written test will be developed using references cited in this guide.

At the conclusion of the group practicum and the written test, the top 20 teams in total score will move on to round 2.

Round 2

Sales Presentation

1. Participants will directly sell the product(s) to judge(s).
2. Students will be given a preliminary customer profile and will have at least 5 minutes to review the preliminary customer profile prior to meeting with the judge(s).
3. The judge(s) will act as the customer, which may include not buying the product.
4. Participants will have to establish rapport, ask probing questions to ensure they meet the customer's needs and clarify customer information as part of the sales call.
5. Participants will have 10 minutes to interact with the judge(s).
6. Participants are allowed to use their 1-inch information binder during the individual activity.

Scoring

The attached rubrics will be used for scoring the team activity and individual sales presentation.

Activities	Individual Points	Team Points
Written Test	100	400
Team Activity		150
Individual Sales Presentation	150	600
Maximum Points	250	1150



Procedure for Determining the State Event Winner When Scores are Tied

In the event a tie score exists, the following methods will be applied in sequential order until the tie is broken:

Team – In the event of a tie in team scores, the following events will be used to determine award recipients:

1. Written exam.
2. Team activity.
3. Total individual sales activity.

Individual – In the event of a tie in individualized scores, the following events will be used to determine award recipients:

1. Written exam.
2. Individual sales call.
3. Team activity.

State Awards

The following awards will be presented annually at the state FFA convention provided sponsorship is available:

State Winning Team

First place team plaque and travel award

Second Place Team

Second place team plaque

Third Place Team

Third place team plaque

National Career Development Event Participation

State winning teams advancing to the national career development event will be automatically registered for the national event. It is the responsibility of the FFA Chapter Advisor to complete all necessary national certification and waiver forms and return them to the state FFA Coordinator by the assigned due date.

State winning CDE teams that choose not to participate at the national level should contact the state office by Sept. 1 prior to national convention. Teams that fail to inform the state office prior to Sept. 1 will be ineligible to participate in that same CDE for the next year (chapters may appeal to the State FFA Board of Directors). Teams that do not compete at the National Convention will be required to pay back the travel award.

References

Agricultural Sales, Chris G. Yorke, ACRO Press, 1925 Main Street, Vancouver, WA 98660
(360) 693-9101



Agribusiness Sales, Marketing and Management, Ron Schneiderheinze, Christina Wood, Instructional Materials Laboratory, London Hall, University of Missouri, Columbia, MO 65211
(573) 882-2883

CRISP Publications, 1200 Hamilton Court, Menlo Park, CA 94025-1427
(650) 323-5800

Professional Selling, Rebecca L. Morgan, ISBN 0-931961-42-4

Sales Training Basics, Elwood N. Chapman, ISBN 1-56052-119-8

Closing, Virden J. Thorton, ISBN 1-56052-318-2

Effective Sales Management, Tom Johnson, ISBN – 1-56052-031-0

Calming Upset Customers, Rebecca L. Morgan, ISBN – 1-56052-384-0

Telephone Courtesy & Customer Service, Loyd Finch, ISBN – 1-56052-064-7

Marketing Strategies for Small Businesses, Richard F. Gerson, ISBN 1-56052-172-4

Agri-Marketing Technology, Selling and Distribution in the Agricultural Industry, Jasper Lee, James G. Leisning, David E. Lawyer, Interstate Publishers, Inc. Danville, IL

Team Preparation Rubric

75 Points

Chapter: _____

Indicator	Very Strong evidence of skill	Moderate evidence of skill	Weak evidence of skill	Points Possible	Points Earned
Effective Listening	7-10 Points Clearly evident that all team members are listening	4-6 Points Listening occurs but distraction is evident	0-3 Points Not listening to each other and/or talking over each other	10	
Oral Communication	5-7 Points Clearly evident that all team members are discussing the topic	3-4 Points Communication occurs but side conversations are occurring or two or three members dominating	0-2 Points One member dominating conversation	7	
Demonstrated Cooperation	7-10 Points All team members clearly completing tasks, sharing written and oral solutions	4-6 Points Tasks primarily completed by two to three members, other members assist occasionally	0-3 Points Tasks primarily completed by one member	10	
Respect	8-12 Points Clearly all team members respected the input of other team members	5-7 Points Most team members respected the input of other team members	0-4 Points The team members did not respect the input of other team members	12	
Participated in the team Preparation	6-8 Points All team members are clearly engaged, attentive, and making notes for the full term of the event	3-5 Points Members are engaged and attentive with two to three making notes, participation fades over time	0-2 Points No Members form the primary team, no other members participate	8	
Product Knowledge	5-7 Points All team members clearly demonstrated knowledge of the product	3-4 Points Most team members demonstrate knowledge of the product	0-2 Points None of the team members demonstrate knowledge of the product	7	
Completing Team Goal					
Building Rapport	Team identified at least four potential questions to build rapport for the scenario	Team identified at least two potential questions to build rapport for the scenario	Team identified potential question to build rapport for the scenario	3	

Establish Common Interests	Team identified at least four common interests that they have with the customer	Team identified at least two common interests that they have with the customer	Team identified no common interests that they have with the customer	3	
Discover Through Questioning	Team identified at least four questions to identify the wants and needs of the customer	Team identified at least two questions to identify the wants and needs of the customer	Team identified no questions to identify the wants and needs of the customer	3	
Active Listening	Team identified four active listening skills or techniques to determine wants and needs	Team identified two active listening skills or techniques to determine wants and needs	Team identified no active listening skills or techniques to determine wants and needs	3	
Identifying Needs and Wants	Team identified at least four potential needs and wants of the customer and how the product meets those needs and wants	Team identified at least two active needs and wants of the customer and how the product meets those needs and wants	Team identified no potential needs and wants of the customer and how the product meets those needs and wants	3	
Objectives	Team identified at least two potential objections of the customer	Team identified at least one potential objection of the customer	Team identified no potential objections of the customer	3	
Concerns	Team identified to concerns of the customer	Team identified at least one concern of the customer	Team identified no concerns of the customer	3	
Total Points Possible Out of 75 Possible					

Team Questions Rubric

75 Points

Chapter: _____

Indicator	Very strong evidence of skill	Moderate evidence of skill	Weak evidence of skill	Points Possible	Points Earned
Rapport	4-5 Points All team members questioned provided a different question to build rapport	3-2 Points Half of team members questioned provided a different question to build rapport	0-1 Points None of the team members questioned were able to provide a question to build rapport	5	
	7-10 Points All questions for building rapport were appropriate and pertinent to the scenario	4-6 Points Most questions for building rapport were appropriate and pertinent to the scenario	0-3 Points Questions for building rapport were not appropriate or pertinent to the scenario	10	
Common Interests	4-5 Points All team members questioned contributed common interests that team members have with the customer	3-2 Points Half of team members questioned contributed common interests that team members have with the customer	0-1 Point No team members contributed common interests that team members have with the customer	5	
	7-10 Points All identified common interests were appropriate and pertinent to the scenario	4-6 Points Most identified common interests were appropriate and pertinent to the scenario	0-3 Points Identified common interests were not appropriate or pertinent to the scenario	10	
Questions to identify wants and needs	4-5 Points All team members questioned contributed questions to identify the wants and needs of the customer and identified the active listening technique	2-3 Points Half of team members questioned contributed questions to identify the wants and needs of the customer and identified the active listening technique	0-1 Points No team members contributed questions to identify the wants and needs of the customer, nor did they identify the active listening technique	5	
Questions to identify wants and needs	7-10 points All questions and active listening techniques for identifying needs and wants were appropriate and pertinent to the scenario	4-6 Points Most questions and active listening techniques for identifying needs and wants were appropriate and pertinent to the scenario	0-3 Points Questions and active listening techniques for identifying needs and wants were not appropriate or pertinent to the scenario	10	

Determine wants and needs	4-5 Points	2-3 Points	0-1 Points	5	
	All team members questioned contributed potential needs and wants for the customer and explained how the product meets those needs and wants	Half of team members questioned contributed a potential need and want of the customer and explained how the product meets those needs and wants	No team members provided potential needs or wants of the customer or explained how the product meets those needs and wants		
	7-10 points	4-6 points	0-3 points	10	
	All potential needs and wants and how the product meets those needs were appropriate and pertinent to the scenario	Most potential needs and wants and how the product meets those needs were appropriate and pertinent to the scenario	Potential needs and wants and how the product meets those needs were not appropriate and pertinent to the scenario		
Objections and Concerns	7-10 Points	4-6 Points	0-3 Points	10	
	All team members questioned contributed potential objections and potential concerns for the customer	Half of team members questioned contributed potential objections and potential concerns for the customer	No team member contributed potential objections or potential concerns for the customer		
	7-10 Points	4-6 Points	0-3 Points	10	
	All potential objections and concerns identified were appropriate and pertinent to the scenario	Most potential objections and concerns identified were appropriate and pertinent to the scenario	Potential objections and concerns identified were not appropriate and pertinent to the scenario		
Total Points Earned out of 75 Possible					

Individual Sales Call Rubric

150 Points

Participant Name: _____ #: _____ Chapter: _____

Indicator	Very Strong evidence of skill	Moderate evidence of skill	Weak evidence of skill	Points Possible	Points Earned
First Impression	4-5 points	2-3 points	0-1 points	5	
	Individual identifies themselves with a good first impression	Individual mostly identifies themselves with a good first impression	Individual poorly identifies themselves with a good first impression		
Personal Rapport	8-10 points	4-7 points	0-3 points	10	
	Individual asks questions and utilizes information from answers in an attempt to build personal rapport	Individual mostly asks questions and utilizes information from answers in an attempt to build personal rapport	Individual poorly asks questions and utilizes information from answers in an attempt to build personal rapport		
Clarifying Questions	11-15 points	6-10 points	0-5 points	15	
	Individual asks questions to learn about the customer's business	Individual mostly asks questions to learn about the customer's business	Individual poorly asks questions to learn about the customer's business		
Needs & Wants	11-15 points	6-10 points	0-5 points	15	
	Individual asks questions to confirm preliminary customer information	Individual mostly asks questions to confirm preliminary customer information	Individual poorly asks questions to confirm preliminary customer information		
Needs & Wants	8-10 points	4-7 points	0-3 points	10	
	Individual confirmed and discovered customer needs and wants	Individual mostly confirmed and discovered customer needs and wants	Individual poorly confirmed and discovered customer needs and wants		
Features & Benefits	8-10 points	4-7 points	0-3 points	10	
	Individual applied features and benefits of their products to the customer's needs/wants	Individual mostly applied features and benefits of their product to the customer's needs/wants	Individual poorly applied features and benefits of their product to the customer's needs/wants		
Matching Needs & Wants	11-15 points	6-10 points	0-5 points	15	
	Individual allows customer to participate in matching their wants/needs to the product features	Individual mostly allows customer to participate in matching their wants/needs to the product features	Individual poorly allows customer to participate in matching their wants/needs to the product feature		

Trial Close	8-10 points	4-7 points	0-3 points	10	
	Individual uses appropriate sales technique to confirm customer understanding and/or identify buying signals	Individual mostly uses appropriate sales technique to confirm customer understanding and/or identify buying signals	Individual poorly used appropriate sales technique to confirm understanding and/or identify buying signals		
Objections	11-15 points	6-10 points	0-5 points	15	
	Student listens and clarifies customer objections	Student mostly listens and clarifies customers objections	Student poorly listens and clarifies customers objections		
Addressing Objections	11-15 points	6-10 points	0-5 points	15	
	Individual applies and discusses the features/benefits of the product to address the customers objections	Individual mostly applies and discusses the features/benefits of the product to address the customers objections	Individual poorly applies and discusses the features/benefits of the product to address the customers objections		
Close or Advance Sale	11-15 points	6-10 points	0-5 points	15	
	Student closes or attempts to close the sale	Student mostly closes or attempts to close the sale	Student poorly closes or attempts to close the sale		
Active Listening	11-15 points	6-10 points	0-5 points	15	
	Individual actively listens to comments and answers from the customer	Individual mostly listens to comments and answers from the customer	Individual poorly listens to comments and answers from the customer		
Total Points Earned Out of 150					