



Agricultural Sales CDE-Junior Division

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

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 members in grades 6 – 10 from FFA chapters in good standing. All FFA members in grades 6 –10 are eligible to participate in any junior career development event regardless of past participation.

Teams shall consist of three or four members. The fourth lowest team member score is not considered except in the case of a tie. No alternates are allowed in state events. Any alternate found participating in a state event will 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.

Sales Presentation

1. Participants will directly sell the product(s) to judge(s).
2. In addition to the product information, these teams will be given the scenario for which they should be prepared to sell. (This profile should NOT be used as one of the scenarios for the senior level, however the product will be the same as for the senior level).
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.

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.

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
Individual Sales Presentation	150	600
Maximum Points	250	1000



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. Compare the 4th Scores

If still tied after using the 4th score, the following areas will be used to determine award recipients:

1. Written Exam
2. 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.

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

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

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					