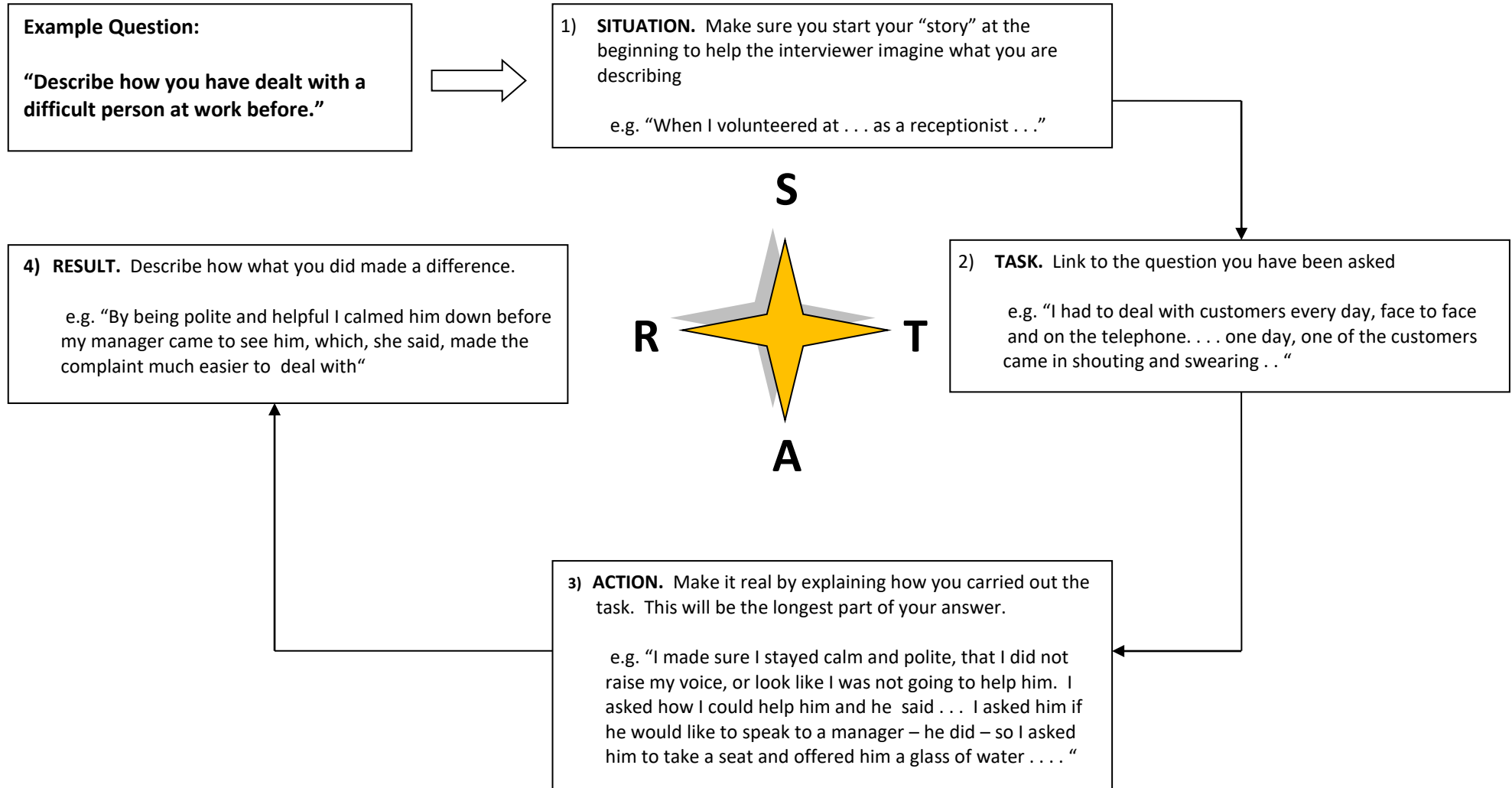


STAR – Situation, Task, Action, Result – A Method for Answering Interview Questions



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Interview questions are often asked to see if you **can** do the job, **will** do the job and if you will **fit in** with the team.

Interviewers will usually want you to describe specific examples of everyday duties or problems you have dealt with before. To describe these in a straightforward way, that will help interviewers understand, you can use STAR:

1. **Situation** – where you were / what your role was in your example
2. **Task** – what you had to do to carry out that duty / what you decided to do to solve the problem
3. **Action** – how you did what you had to do
4. **Result** – how it ended

Example question: “Describe how you have dealt with a difficult person at work before.”

1. **SITUATION:** Make sure you start your “story” at the beginning to help the interviewer imagine what you are describing

e.g. “When I volunteered at . . . as a receptionist . . .”

2. **TASK:** Link to the question you have been asked

e.g. “I had to deal with customers every day, face to face and on the telephone. . . . one day, one of the customers came in shouting and swearing . . .”

3. **ACTION:** Make it real by explaining how you carried out the task. This will be the longest part of your answer.

e.g. “I made sure I stayed calm and polite, that I did not raise my voice, or look like I was not going to help him. I asked how I could help him and he said . . . I asked him if he would like to speak to a manager – he did – so I asked him to take a seat and offered him a glass of water”

4. **RESULT:** Describe how what you did made a difference.

e.g. “By being polite and helpful I calmed him down before my manager came to see him, which she said made the complaint easier to deal with.”

Prepare examples demonstrating your skills: A great tip when preparing your interview answers is to think of situations where you have demonstrated your skills successfully by using the job description and competencies listed. Job profile information on the national careers service website will give you more information about specific jobs and skills needed for these jobs

Following website has information on common questions for different work areas:

<http://jobsearch.about.com/od/interviewquestionsanswers/a/job-specific-interview-questions.htm>

Types of questions that could be asked for an administration job

Provide an example of a situation where you had to prioritise tasks and what was the outcome

How do you deal with a large variety of tasks all requiring simultaneous completion

Provide an example of where you had to deal with a difficult task and tell me how you resolved the issue

Tell me about a deadline that you missed

Types of questions that could be asked for a customer service job

What are the top qualities everyone who works in customer service needs to succeed?

Why would you be a good fit for our company as a customer service representative?

What do you know about our products and services?

Tell me about a time you went out of your way to help a customer?

Can you share an example of how you handled a difficult customer?

What is good customer service

Types of questions that could be asked for retail jobs

Why do you want to work in retail?

Why do you want to work for us and not for one of our competitors?

This job is very repetitive. What would motivate you to do it well every day?

How would you deal with an angry customer?

What would you do if you saw someone was stealing?

Drunk customer comes to the shop. What would be your reaction?

There is a colleague you have a difficult time with. How would you handle it?