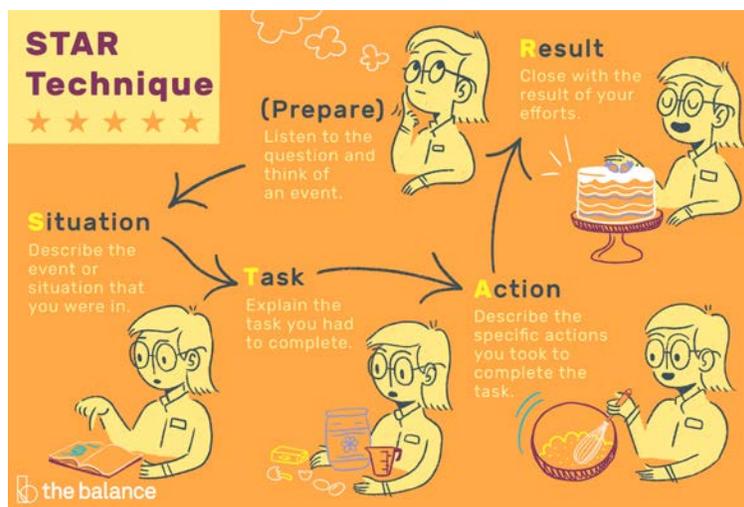


THE STAR METHOD

The STAR method is a technique of answering behavioral interview questions in a structured manner by describing a specific situation, task, action, and result of the situation you are discussing. The STAR method helps you explain in a simple yet powerful way how you handled specific work situations and challenges.

- **Situation:** An event, project, or challenge faced
- **Task:** Your responsibilities and assignments for the situation
- **Action:** Steps or procedure taken to relieve or rectify situation
- **Result:** Results/Outcomes of your actions taken.

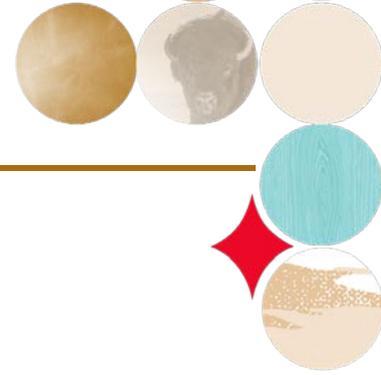


Make sure that you follow all parts of the STAR method. Be as specific as possible at all times, without rambling or including too much information.

EXAMPLE OF A STAR RESPONSE:

Q: Tell me about a time you had to deliver excellent customer service following a complaint.

- **Situation (S):** I once had a customer call and complain that they waited over two weeks for a reply regarding their order.
- **Task (T):** I needed to address the customer's complaint and figure out what went wrong with their order.
- **Action (A):** First, I apologized and got their order details. Then, I passed the information along to my manager that contacted them within the hour. I investigated why no one followed up about the order, it was the combination of a wrong cell phone number and email address. I let the customer know and we offered her a discount on her next order.
- **Result (R):** In the end, the customer was happy with how we resolved the situation. She not only continued ordering from us, but posted a positive review online.



HOW TO PREPARE FOR BEHAVIORAL BASED QUESTIONS

- Recall recent situations that show favorable behaviors or actions, especially involving course work, work experience, leadership, teamwork, initiative, planning, and customer service.
- Prepare short descriptions of each situation; be ready to give details if asked.
- Be sure each story has a beginning, middle, and an end, i.e., be ready to describe the situation, including the task at hand, your action, and the outcome or result.
- Be sure the outcome or result reflects positively on you (even if the result itself was not favorable).
- Be honest. Don't embellish or omit any part of the story. The interviewer will find out if your story is built on a weak foundation.
- Be specific. Don't generalize about several events; give a detailed accounting of one event.
- Vary your examples; don't take them all from just one area of your life.

REFERENCE:

Zety - <https://zety.com/blog/star-method-interview>