

S.T.A.R Method– A structure to help you answer interview questions.

Two examples provided below, to help you prepare for your next job interview.

Interview Question	<i>"Tell me about a time that you solved a problem to a tight timescale."</i>	<i>"Describe a situation when you had to deliver excellent customer service following a complaint"</i>
Situation Explain the situation you are involved in.	"We were due to deliver a presentation to a group of 30 interested industry players on our new product and Stuart, the colleague due to deliver it was delayed on a train from Birmingham."	"A customer rang up complaining that they'd waited more than two weeks for a reply from our sales team regarding a product query."
Task Outline the task you had to complete.	"It was my responsibility to find an alternative so it didn't reflect badly on the company and we didn't want to waste the opportunity."	"I needed to address the client's immediate query and find out what went wrong in the normal process."
Activity/ Action How you went about completing the task.	"I spoke to the event organisers to find out if they could change the running order. They agreed so we bought ourselves some time. I contacted Susan, another member of the team, who at a push could step in. She agreed to drop what she was doing and head to the event."	"I apologised, got the details and passed them to our head salesperson, who contacted the client within the hour. I investigated why the query hadn't been answered. I discovered that it was a combination of a wrong mobile number and a generic email address that wasn't being checked. I let the client know and we offered a goodwill discount on her next order."
Result Explain the outcome clearly, be positive at all times.	"Stuart didn't make the meeting on time but we explained the problem to the delegates and Susan's presentation went well. Stuart managed to get there for the last 15 minutes to answer questions. As a result we gained some good contacts. At least two of which we converted into paying clients."	"The client not only continued to order from us but posted a positive customer service tweet."

ICAN/STAR method to help you answer interviews questions/V1

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