

The STAR Method

The STAR method can help you respond clearly and concisely to behavioral or situational interview questions.

STAR stands for:

SITUATION

Give context to your answer.
What was the situation?

TASK

Elaborate on the challenge and your role. What was the task you needed to complete?

ACTION

Explain how you handled the situation or overcame the challenge. What actions did you take?

RESULT

Describe the outcome, including any lessons learned. What was the result of your actions?

Example: Share an example of a time you faced a difficult problem at work. How did you solve this problem?

SITUATION

I was working as a retail manager at a department store during prom season. A customer purchased a dress online and had it delivered to the store. One of my associates accidentally put the dress out on the floor, where another customer immediately purchased it.

TASK

I knew I needed to make it right for the customer to meet by own service level standards and to uphold the reputation of the company.

ACTION

Before calling the customer to let her know about the mistake, I located the same dress at another store location. I ordered it to be pressed and delivered to her home the morning of prom, along with a gift card to thank her for her understanding.

RESULT

The customer was so thankful. She wrote us a five-star review on several review sites.

Want help preparing for your next interview?

Schedule an appointment with a Career Specialist in-person or online



<https://www.bellevuecollege.edu/careers/>

<https://www.indeed.com/career-advice/interviewing/how-to-use-the-star-interview-response-technique>