

STAR TECHNIQUE WORKSHEET

SITUATION: Describe the context within which you performed a job or faced a challenge at work

TASK: Next, describe your responsibility in that situation

ACTION: Then describe how you completed the task or endeavored to meet the challenge

RESULT: Finally, explain the outcomes or results generated by the action taken. You might emphasize what you accomplished, or what you learned

Example: Tell me about a time where you had to solve a problem at work or school?

S: During a shift at Starbucks we ran out of vanilla syrup. Vanilla syrup is an important ingredient in a lot of our items including our whipped creams.

T: In order to serve whip cream to our customers, we had to figure out a way to substitute the vanilla to make the whipped cream sweet.

A: We temporarily replaced the vanilla syrup with caramel syrup in order to keep making whipped creams.

R: The store operations were able to run smoothly until the proper ingredient was secured by management.

Q: Tell us about a situation where you failed to communicate appropriately. In hindsight, what would you have done differently?

S:

T:

A:

R:

Q: Describe a time in which you were a member of a team. How did you positively contribute to the team?

S:

T:

A:

R:

Q: Tell us about a time when someone asked you to do something you objected to. How did you handle the situation?

S:

T:

A:

R:

Q: Tell us about the biggest change you have had to deal with in your previous employment. How did you handle it?

S:

T:

A:

R: