

Situation, Task, Action, and Result (STAR)

Situation	➔	What happened? Why did it need to be addressed?
Task	➔	What was the specific problem, challenge, or action to be done?
Action	➔	What did you do to address the challenge? Specific steps taken.
Result	➔	What was the outcome? How can you describe it? How can you quantify it?



STAR Method - Example

Q: “Tell me about a time you demonstrated excellent customer service.”

Situation: *“During my time at Watson Electric, I was responsible for invoicing all of our customers in the Wilmington, NC area and ensuring payment.”*

Task: *There was a specific time my first year there when, I noticed a particular customer had not paid her bill in over three months, and was in jeopardy of losing her service. Normally, there is a separate team that handles these situations, but I knew it was a busy time for them, so I wanted to help resolve the situation personally.*



STAR Method - Example 'ctd

Q: “Tell me about a time you demonstrated excellent customer service.”

Action: *I decided to set aside time in my day to personally call her and talk about the situation directly. After playing phone tag for a number of days, we finally had a chance to connect after I give her my personal office number. I discovered that the woman was elderly, and had recently moved, but had not updated her information.*

Results: *I was able to reconcile with her any lingering debts, and help close the account for her without it jeopardize her credit and escalating any further. She personally wrote a letter to our corporate headquarters, mentioning the high level of service and I was honored as employee of the month that year.”*

