**STAR Method Worksheet**

Use the STAR method (Situation, Task, Action, Result) to prepare for behavioral interview questions. This format helps you tell clear, compelling stories about your past experiences.

**✅ Example 1:** Conflict Resolution (Customer Service Role)

**Q:** Tell me about a time you dealt with a difficult customer.

**S – Situation:**
While working as a cashier at a busy retail store during the holiday season, a customer became upset because a promotional discount didn’t apply to their item.

**T – Task:**
My goal was to de-escalate the situation, ensure the customer felt heard, and resolve the issue within store policy.

**A – Action:**
I calmly listened to the customer without interrupting, validated their frustration, and explained the promotion terms. I then offered a comparable item that did qualify for the discount and called a supervisor to approve a small courtesy discount for the inconvenience.

**R – Result:**
The customer appreciated the effort and ended up purchasing additional items. My manager later commended me for handling the situation professionally and maintaining a positive store environment.

**✅ Example 2:** Problem Solving (Administrative Assistant Role)

**Q:** Describe a time when you identified a process improvement.

**S – Situation:**
In my previous administrative role, I noticed that invoice approvals were delayed because they were printed and passed manually through multiple departments.

**T – Task:**
I needed to find a way to streamline the process without overstepping existing procedures.

**A – Action:**
I suggested using our internal shared drive to create a centralized digital folder for invoices. I also created a color-coded status tracker and proposed a weekly email reminder to approvers. After getting buy-in from my supervisor, I led a short training session for the team.

**R – Result:**
Invoice turnaround time dropped by 40%, and late payment issues significantly decreased. The team appreciated the efficiency, and my system became a permanent part of our workflow.

**Example 1**

Situation: Describe the background or context.

Task: What were you responsible for?

Action: What did you do?

Result: What was the outcome of your actions?

**Example 2**

Situation: Describe the background or context.

Task: What were you responsible for?

 Action: What did you do?

Result: What was the outcome of your actions?

 **Example 3**

Situation: Describe the background or context.

Task: What were you responsible for?

Action: What did you do?

Result: What was the outcome of your actions?