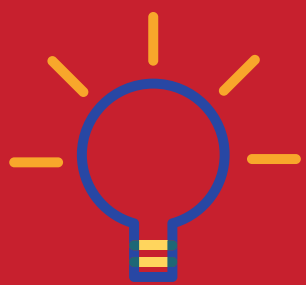


# INTERVIEWING 101

A quick guide to help you ACE the interview!



## WHAT IS THE STAR INTERVIEW METHOD?

The STAR interview technique offers a straightforward format you can use to answer behavioral interview questions—those prompts that ask you to provide a real-life example of how you handled a certain kind of situation at work in the past.

Don't worry—these questions are easy to recognize. They often have telltale openings like:

1. Tell me about a time when...
2. What do you do when...
3. Have you ever...
4. Give me an example of...
5. Describe a...



Thinking of a fitting example for your response is just the beginning. Then you also need to share the details in a compelling and easy-to-understand way—without endless rambling.

## USE THE STAR METHOD



Situation: Provide detail and context. Where? When?

Task: Describe the expectations. What needed to be done? Why?

Action: Explain what you did. What tools did you use?

Result: Be sure to quantify. What did you accomplish?

## SAMPLE QUESTIONS



1. Describe a time when you gave GREAT customer service.
2. Tell me about a time you dealt with a difficult customer. How did you make their experience better?
3. What do you do when you are in training and it's moving too fast for you to keep up?
4. Have you ever had to apologize for your attitude?