



Interview Guide for Using STAR

How To Master the STAR Method For Interview Questions

STAR stands for Situation, Tasks, Action & Results

Situation: Think of a situation similar to what the interviewer is asking you about that had a successful outcome. It doesn't necessarily have to be work-related as long as it's relevant. Remember to include the who, what, where, when and how

Task: Describe the task you were responsible for in that situation. Keep it specific but concise. Make sure to highlight any specific challenges you faced

Action: This is the part where you describe exactly what you did. How did you complete the task you were assigned? Remember to focus on what you did and highlight traits (qualities) that a hiring manager will find desirable (initiative, teamwork, leadership, and dedication)

Result: This is where you get to be introspective. Share what the outcome of the situation was and how you specifically contributed to that outcome. What did you accomplish? What did you learn? What were the results of your actions?





Example:

Question- Share an example of a time when you faced a difficult problem at work. How did you solve this problem?

Answer- “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. Before calling the customer to let her know about the mistake, I located the same dress at another store location nearby. 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. The customer was so thankful, she wrote us a five-star review on several review sites.”

More resources:

[How to Use the STAR Interview Response Technique](#)