S.T.A.R. METHOD

WHAT IS THE STAR METHOD?

The STAR method is an interview response technique for behavioural interview questions about how you have behaved in and handled certain work situations.

Employers use this technique to analyze jobs and define the skills and qualities that high-level performers have exhibited in that position.

Situation

01

Describe the context of the situation or activity you are referencing.

Task

02

Explain what you were required to do.

Action

03

What you actually did to complete the task - your approach, processes used, how you managed yourself and the task.

Result

04

The outcome of your actions and the contribution you made in response to the situation. Quantify where possible.

SAMPLE QUESTION & ANSWER

Describe a time when you were faced with a difficult situation at work - how did you handle it?

Situation

When working at a pizza place, one of the ovens broke down amidst a rush of customers.

Task

My coworker and I were required to take the orders of 8-10 customers while simultaneously trying to make, complete and serve their orders with only one working oven.

Action

Due to the broken oven, I had to improvise a method to keep up with the orders and not fall behind; that way every customer received their order on time. We usually made our pizzas in pans and sent them through the oven's conveyor belt. Since we only had one active oven, I figured out a way to stack the pans on top of each other to get two pizzas to cook at a time.

Result

My quick thinking allowed me to keep up the usual pace and we were able to serve all the customers on time despite being short one working oven.

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