

STAR

SITUATION

Describe the situation so your listener(s) can get a sense of the scope of what is involved. Where did you work; what type of functional team were you on; what were you responsible for?

TASK

What was the task or challenge that you took on or were assigned? What were the obstacles that you had to overcome?

ACTIONS

What actions did you take? Emphasize those skills which best address the question and the job you are applying for.

RESULTS

Describe the ultimate positive impact of your actions on your team, company, customers, and/or manager. Did you save money, increase revenue, or create efficiencies? Use percentages whenever possible.