

Using the STAR Technique in an Interview

How to Answer Job Interview Questions

In a job interview you need to answer their questions with actual, specific examples of what you have done and how well you did it. This is a form of storytelling. Good stories have a beginning, a middle, and an end. One way to help make sure that you are answering each question in an interview well is to use the STAR technique, which provides a structure to keep your answer on track.

S: What was the situation?

T: What task/s had to be implemented? What was the challenge?

A: What actions did I take? Break the action down into the concrete steps you followed.

R: What was the result?

An Example Using STAR

Interview question: Can you tell us about a time you have successfully worked with a team in a collaborative work environment?

Answer: When working in hospitality at Johnny's restaurant, I worked in a large team. Every shift we worked collaboratively to complete tasks for preparation, service, and post-service. This coordination meant communicating with and listening to other staff on shift, including chefs, dish staff, bar staff and other floor staff, and regularly attending meetings where I collaborated with other employees and management to improve the way we delivered service to customers. I was friendly and inclusive with other staff members, providing feedback when asked and seeking feedback on my performance, which helped forge professional connections and strengthened the team overall. As a result of my teamwork skills and collaborative work efforts, management often offered me extra shifts because they knew that I could work effectively with everyone to get the job done.