



STAR EXAMPLES

The *STAR* format helps you talk about your skills in an interview. **STAR** stands for:

Skill – Learned ability or natural talent

Task – Job duties or responsibility

Action – Steps taken to meet goal

Result – The measurable outcome of your action

EXAMPLES:

I. WENDY THE WAITRESS

Skill: Promotional selling

Task: Up-sell seasonal menu items

Action: Learned about new menu items. Promoted and sold revenue generating food & drinks

Result: Obtained the highest summer sales goals in the region

II. PHIL THE CASHIER

Skill: Reconciling a cash register

Task: Manage the closing procedure

Action: Process cash, checks and credit cards. Count down drawer. Complete paperwork for bank deposit

Result: Improved accuracy of closing procedure and was awarded a bonus for performance

III. GINA THE COLLECTIONS AGENTS

Skill: Debt Collection

Task: Secure payment on overdue accounts

Action: Approach past due clients. Arrange payment plans. Take immediate payment.

Result: Collected an average of \$3,000 per month over target

IV. DAVID IN EVENTS

Skill: Event Management

Task: Organize a conference for 65 attendees

Action: Selected a venue, contracted with vendors and coordinated entertainment

Result: Increased event attendance by 18% in 2011