

TIPS AND ADVICE

Today we're going to look at how to structure an interview question. All answers that require an example to be given should follow the STAR method, which breaks down exactly what happened and helps you progress through the scenario and example.

	Description	Example
S Situation	Think of an example that suits the interview question and give the interviewer context to your answer. Set the scene: what was happening.	At my last restaurant the role was target oriented and this was focused on the sale of desserts.
T Task	Explain what the problem was and describe what your responsibilities were and what you needed to achieve in this example.	I was required to upsell 10 desserts on my shift to meet the company quota.
A Action	Describe what action you personally took - what did you do in order to achieve the task. Use 'I' rather than 'we'.	In order to be able to sell the desserts, I first made sure I had tasted all of the options so I could appeal to the customer's senses. I always ensured I displayed the desserts well and indicated our dessert fridge to the customers so they could see what was on offer. I would focus on the seasonal dessert to appeal to certain times of the year. I also made a contest with one of my colleagues to motivate me to continue to see the desserts even when I hit the target.
R Result	Explain the outcome and how your actions lead to the desired outcome. Be specific. Don't just say 'it went well', explain <i>what went well</i> .	By doing this, I ended up hitting my target for 14 consecutive months, and I even became the top selling waiter for the year. In total I managed to average 13 desserts per shift and a total of 250 per month, 20% higher than the second place waiter.