The STAR interview method

A National Literacy Trust membership resource

National Literacy Trust

Changing life stories

The STAR interview method is a structured way of answering a behavioural-based interview question by outlining the specific **Situation**, **Task**, **Action** and **Result** of the situation you are describing.

Behavioural-based questions about the way you have handled certain work situations show the interviewer how you might apply your skills and experience to a similar situation in the future

S: the situation

Describe the event or situation you were in

Example: *Whilst working as a retail assistant, we were faced with hundreds of disgruntled customers as we headed towards the busy Christmas period.*

T: the task

Explain the task you had to complete

Example: *To ensure that all the customers left the shop feeling satisfied I was tasked with reducing the customer queuing time by 30%.*

A: the action

Describe the specific actions you took to complete the task

Example: *I effectively supported with the recruitment and training of three new members of staff to support the team. I also installed an extra queuing line to combat overcrowding.*

R: the result

Close with the result of your efforts

Example: *As a result of my actions, we had the most successful Christmas to date with higher sales and happier customers.*