

INTERVIEW TIPS

Using the **ST★R** approach to answer behavioral questions

Situation/**T**ask - **A**ction - **R**esult

Question:

Give an example in your past/present job when you experienced conflict with an employer or customer and how you handled it.

Answer:

Situation/Task - explain to the employer what the particular situation was
“While I was working in the office of a local car dealership I often had to deal with difficult customers. One particular situation was on a Saturday while I was working alone. A woman came in to pay her service bill and the amount on the invoice was \$50 more than she had been quoted. She was furious, refused to pay, and claimed that our company was trying to rip her off.”

Action - tell the employer what you did personally
“Although I was not in charge of the billing process I acknowledged her concern and offered to contact the appropriate manager right away. I looked up her account, called the manager in his office to explain the situation, and then escorted her to his office personally.”

Result - explain the direct result of your actions
“The customer could see that I cared about the situation and calmed down. She even thanked me for my concern and apologized for being angry at first. The manager was aware of the situation before being confronted by the customer and was able to look up her account and find our mistake and she left satisfied.”

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How to answer:

“Tell me about yourself.”

Information

- Almost every interview will start with this question.
- 1-2 minute answer can be prepared but should not sound rehearsed.
- Include skills, experience, and/or education and how it relates to the particular position.
- Differentiate yourself and show qualifications and enthusiasm.

For example:

"I will be graduating in May with a degree in Marketing. My courses have provided me with several opportunities to work first hand with clients regarding marketing plans, research, and direct marketing including website design. My most recent experience was an internship with Hershey as a Sales Representative. These experiences combined with my leadership and communication skills make me eager to become an asset for your company as an Account Representative."

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