**Interview Questions**

Complete these questions, using the STAR technique. STAR stands for:

* **S** is for Situation. This means, think of a time when you used the competency in question. What was happening? What was the problem you were facing?
* **T** is for Task. What did you need to do to solve the situation? Why did you decide to do that?
* **A** is for Actions. What actions did you need to take to complete the task? What did you do that was different? Did you need to learn anything new.
* **R** is for Results. What did you achieve by completing your task? What difference did it make to your employer?

**Team Working**

**Can you give an example of a time when you have worked well as part of a team**

**Situation** (e.g. I had a part-time job working in a shop and it was a busy day in the summer when there was two cruise ships in)

**Task** (e.g. someone was off on holiday so we were short-staffed and needed to serve a lot of people quickly otherwise they would take their custom elsewhere.)

**Action** (e.g. everyone who was working that day had to help serve. I had been stacking shelves, so had to stop that in order to help serve customers.)

**Result** (e.g. We managed to serve all the customers quickly, meaning they could get their bus back to the pier on time.)

**Problem Solving**

**Can you give me an example of a time when you have encountered a problem and what did you do to solve it?**

**Situation** (e.g. You had to write an essay for homework over the October holidays, but you were also going on a family holiday and wouldn’t have access to the internet while away to get it done.)

**Task** (e.g. You had to organise your time and research the information before going on holiday so you could write the essay while away.)

**Action** (e.g. On the night you were given the homework, you did the research, printing off any information you needed and you wrote your essay plan. You made sure to use spare time in the evening to write your essay.)

**Result** (e.g. You completed the essay before the end of the holiday and it didn’t impact on your time with your family, you didn’t have to write it at the last minute and you got a good mark.)