

Interview Method and Sample Questions

As the interviewers are trying to determine how candidates will perform on the job in the future, you can expect to be asked questions that relate to the job. For example, if job includes supervising a number of staff; you may be asked questions about your supervisory experience or about leading and developing a team.

Although it is preferred that you talk about work related experiences, volunteer work, student related assignments and/or drawing from personal experience can also be used.

STAR interview technique

The easiest way to compose your answer to the behaviour-based interview question is to tell it like you are relating a story to a friend. The City of Burlington uses the STAR interview method to gather information about your capabilities.

What does STAR stand for?

- **S** - situation (what was going on at the time)
- **T** - task (what needed to be done)
- **A** - action (what steps you took)
- **R** - result (how it turned out)

Remember to connect the actions you took to the end result. The best examples are those that are specific and from recent job or volunteer experiences.

Example Question:

Tell us about a time when you had to work with a customer who was very upset.

Situation: In my previous role as a customer service representative at an electronics retail store, I once had a customer who came in very upset because their laptop, which they'd purchased only a few weeks earlier, had stopped working. They were frustrated, as they needed it urgently for an upcoming business trip.

Task: My responsibility was to calm the customer down, listen to their concerns, and find a solution that would leave them satisfied. I knew it was crucial to both address the technical issue and regain the customer's trust in our brand.

Action: First, I acknowledged the customer's frustration and apologized for the inconvenience they had experienced. I then actively listened as they explained the issue, ensuring that I understood all their concerns before taking any steps. After understanding the urgency of their situation, I offered them a loaner laptop for their trip while we assessed their original device. I

also expedited their service ticket so it would be ready as quickly as possible. Throughout, I kept them updated on the repair status via text, which gave them peace of mind.

Result: The customer was extremely appreciative of the loaner option and my communication throughout the process. Their laptop was repaired within two days, and they successfully took it on their trip. They later provided positive feedback to my manager and even returned to our store for future purchases.

This answer demonstrates active listening, empathy, and problem-solving skills to turn a potentially negative experience into a positive one, while following the STAR framework.