



Interview Preparation Worksheet

Interview questions are based on the idea that past behavior is the best predictor of future behavior. That's why employers like to ask behavioral interview questions. These types of questions usually begin with the phrase, "Tell me about a time when..." or "Give me an example of..." The golden rule when answering behavioral interview questions is to use the STAR Method: Situation/Task, Action, Result.

Situation/Task

Share an example from a class assignment, leadership role, volunteer position, or previous job that relates to the quality or skill the employer is asking about. Set the stage for the interviewer by giving them the back story. Explain the problem or challenge you were facing (keep it brief!).

Action

Explain what action you took. Be really specific. Outline your steps and thought process.

Result

Describe the outcome of your action. Offer specific facts relating to the result. If you can, include figures and statistics that back up your story.

Example of STAR Method

"Tell me about a time when you solved a problem."

- Situation/Task: "I used to work as a waitress at a very busy restaurant. When I first started there, I noticed that customers would often complain about the long wait time before they were seated."
- Action: "I figured people may not mind the long wait as much if they had something to drink and something to do. So, I asked my boss if we could start taking drink orders while people were waiting, as well as set up a bean bag toss game out front. My boss said yes and we gave it a try."

- Result: “It worked out great - customers loved the bean bag toss! Complaints about the wait time went down, and we actually ended up increasing our drink sales. My boss was thrilled. It was definitely a win-win.”

Practice Your STAR Stories!

Use your experiences from classes, athletics, previous jobs, leadership roles, hobbies, or volunteer work to come up with a story that demonstrates each of the skill areas listed below.

Organization/Planning/Time Management:

Situation/Task:

Action:

Result:

Creativity/Innovation:

Situation/Task:

Action:

Result:

Teamwork:

Situation/Task:

Action:

Result:

Communication (e.g., with customers, colleagues/classmates, supervisors/teachers, etc.):

Situation/Task:

Action:

Result:

Problem-Solving/Challenge:

Situation/Task:

Action:

Result:

Accomplishment/Proud Moment/Strengths:

Situation/Task:

Action:

Result:

Commonly Asked Questions You Should Be Ready to Answer

- “Tell me about yourself.”
- “What are your top 3 strengths?”
- “Why do you want to work for our company?”
- “What makes you a great fit for this position?”
- “Tell me about a time when you...solved a problem/demonstrated strong communication skills/worked successfully as part of a team.”
- “Do you have any questions for us?”

How to Answer “Tell me about yourself.”

Your answer should include:

- Your educational background
- Relevant experience (e.g. job/internship, volunteer work, class projects, club involvement, etc.)
- Specific skills or strengths you possess that are relevant to the position

Also discuss:

- Why you are excited about this particular role and/or company

Questions You Can Ask at the End of the Interview

- “What do you like best about working for this company?”
- “Can you tell me more about the team I’d be working with?”
- “How will you measure the success of the person in this position?”
- “Are there opportunities for professional development? If so, what do those look like?”
- “Thinking back to people you’ve seen do this work previously, what differentiated the ones who were good from the ones who were really great?”
- “What are the next steps in the interview process?”