

Position Profile:

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Your Experience:

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Interview Question:

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# Interview “Cheat Sheet”

*Add your specific examples in each category to have on-hand during an interview. Make sure to use the STAR! Method to be an Interview SuperSTAR!*

Leadership

Teamwork

Safety/Escalation

Custom Service

Conflict Resolution

Failure

**Position Profile:** You are interviewing for an entry-level position as a process engineer where you will be designing equipment for a chemical plant.

**Your Experience:** You worked at a family-owned Dunkin Donuts for the entire summer taking customer orders and preparing food and beverages.

**Interview Question:** Tell me about a time when you've been in a situation where you didn't have enough work to do? How did you handle it?

<b>S</b>	<b>Situation</b>	During my shifts I noticed that was lag-time between daily rushes (especially in the evenings) and I needed to decide what to do when not serving customers.
<b>T</b>	<b>Task</b>	I spoke with other team members to brainstorm how we could better utilize down-time to optimize workload during rushes and at closing.
<b>A</b>	<b>Action</b>	We decided to focus on opportunistic cleaning and preventative maintenance of equipment that was not being used as much during non-peak hours.
<b>R</b>	<b>Result</b>	These efforts resulted in improved customer interactions, quicker service, and higher customer ratings. I was also named Employee of the Month.
<b>!</b>	<b>Impact</b>	When corporate came to audit our store they had a strong focus on cleanliness and we were awarded "Best Store in the District".

***Making use of your spare time to improve your company is a great thing to highlight! Make sure you use specific metrics you hit!***

**Position Profile:** You are interviewing for an internship in aerospace that requires you to lead a process safety team in executing projects.

**Your Experience:** You volunteered with Engineers Without Borders in Guatemala building a septic system for a local village school.

**Interview Question:** Tell me about a time when you worked on a project that involved risk. How did you manage the risk on that project?

<b>S</b>	<b>Situation</b>	The local school I worked at did not have a septic system to responsibly dispose of waste. Our team would be building the first sewage system.
<b>T</b>	<b>Task</b>	We needed to secure materials to execute our design on-time and on budget however the village stores were very limited on materials. I found out that there was no access to excess materials in case of construction mistakes.
<b>A</b>	<b>Action</b>	I communicated this issue to the team and flagged construction as a risk. We developed an execution plan to track construction progress and actions daily. I developed a communication plan to reinforce cost & schedule risks daily.
<b>R</b>	<b>Result</b>	Due to the increased communication, guidance, and tracking during construction the design was executed on time, on budget, and zero injuries.
<b>!</b>	<b>Impact</b>	We delivered an on-time product that changes the lives of this rural community and provided the education to the group on how to use and repair the system.

***Understanding project risks, active communication, and executing a plan to mitigating risks is important to every company!***

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**Position Profile:** You are interviewing for a production engineering position at a specialty chemicals plant supporting day to day operations.

**Your Experience:** You worked part time at a local department store for the past year as a cashier and in the sportswear department.

**Interview Question:** Tell me about a time when you surpassed expectations. What did you do to exceed expectations?

<b>S</b>	<b>Situation</b>	Two of the job expectations of a cashier are to make sure that customers know the current sales promotions and offer accounts to encourage loyalty.
<b>T</b>	<b>Task</b>	Each week I am given sales and loyalty account goals based on the stores monthly goal. I am expected to meet a minimum of 75% of this goal.
<b>A</b>	<b>Action</b>	I actively walked my areas and engaged with customers to assist with product selection, recommending additional purchases, and loyalty accounts for additional savings.
<b>R</b>	<b>Result</b>	For 6 consecutive weeks I exceed my sales goal achieving 112% with an average of 2 new accounts per week. This resulted in a 2% increase in team sales and I received leadership recognition.
<b>I</b>	<b>Impact</b>	My increase in sales and new accounts directly impacts store sales and customer satisfaction. I have several regular customers that consult with me.

***Companies want to know that you understand organizational goals, metrics, and the part you play in driving organizational excellence!***

**Position Profile:** You are interviewing for a sales engineer position for an analyzer company working with diverse, multi-national clientele.

**Your Experience:** You interned at a wastewater treatment plant focusing on improving Operating Discipline.

**Interview Question:** Tell me about a recent involvement with improving work or project processes to achieve better results.

<b>S</b>	<b>Situation</b>	I was given an assignment to work on improving current operating discipline at the plant to ensure the system operated reliably within key operating limits.
<b>T</b>	<b>Task</b>	I was tasked with reviewing and updating 25 operating procedures and the development of 10 new operating procedures.
<b>A</b>	<b>Action</b>	I worked to figure out who the key players were in this process and put together a team to discuss changes and gain buy-in.
<b>R</b>	<b>Result</b>	All of the procedures were completed on-time and implemented with little negative feedback and re-work due to early engagement of stakeholders.
<b>I</b>	<b>Impact</b>	The organization improved their overall baseline performance in key operating limits by 10% after the new operating discipline was implemented. The plant had decreased downtime and gained a reputation for being very reliable.

***Companies want to see how you identify your team and key-players and what results taking time to improve engagement brings!***