



มหาวิทยาลัยราชภัฏนครปฐม

English for Job Applications

1000014

Unit 5: Advanced Interview Techniques



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Unit 5: Advanced Interview Techniques

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- **Listening and Reading Activities:**
Using STAR for behavioral interview questions
- **Writing and Speaking Activities:**
Structuring STAR responses for interviews

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● Listening and Reading Activities: Using STAR for behavioral interview questions

Listening and Reading Goals:

- Analyze STAR responses in samples

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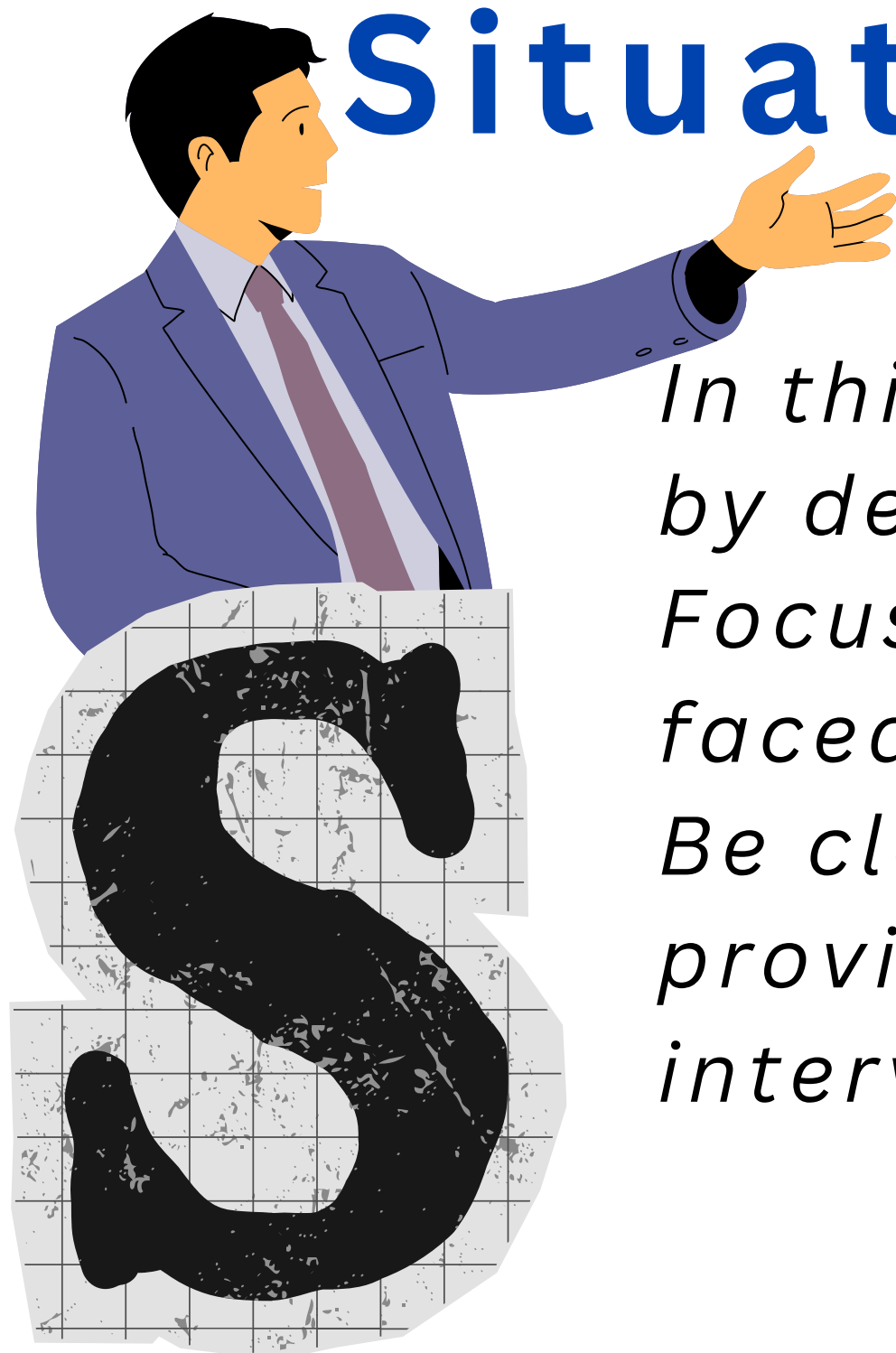
- **The STAR method is a structured approach to answering behavioral interview questions. It helps provide clear, concise, and detailed responses by focusing on four key components: Situation, Task, Action, and Result.**

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Situation



In this step, you set the stage for your answer by describing the context.

Focus on a specific scenario or challenge you faced in a previous job or experience.

Be clear about where and when it happened, providing just enough detail to help the interviewer understand the situation.

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Example

"In my previous job as a project manager, we faced a situation where a key supplier failed to deliver a critical component on time, jeopardizing the project's deadline."

Situation

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TASK



Explain what your responsibility was in that particular situation.

Clearly define your role, what needed to be done, and any objectives you needed to achieve.

This helps the interviewer understand the scope of your involvement.

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Example

"I was responsible for ensuring the project stayed on track despite the delay. My task was to find a solution that would prevent further delays and meet the client's expectations."

TASK

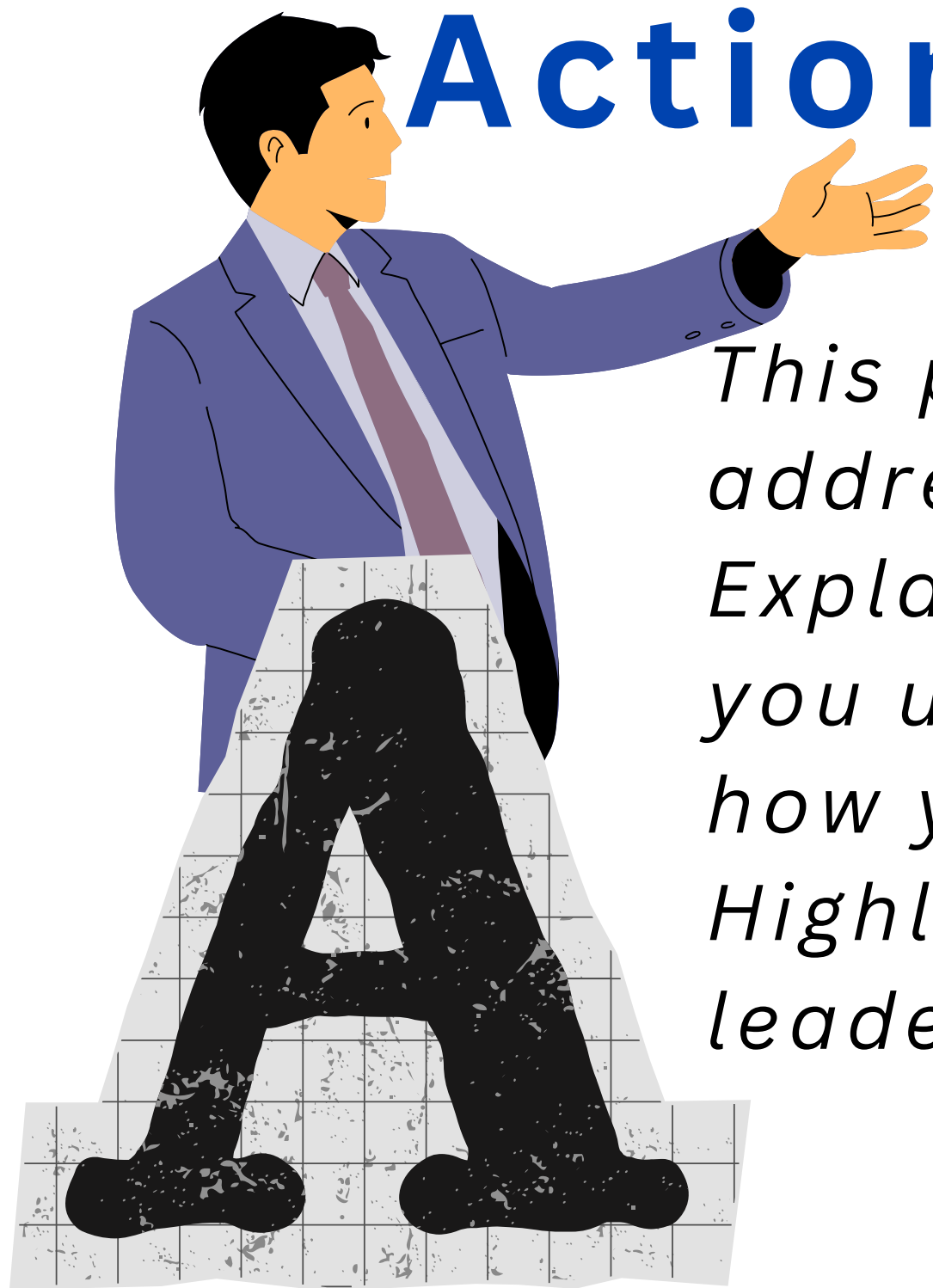
Adapted from Downes (2008) Cambridge English for Job-hunting (J.Day, Ed.) Cambridge University Press

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Action



This part focuses on the steps you took to address the task and resolve the situation. Explain the strategies, decisions, and methods you used. Be specific about what you did and how you did it. Highlight your problem-solving skills, leadership, or teamwork in this phase.

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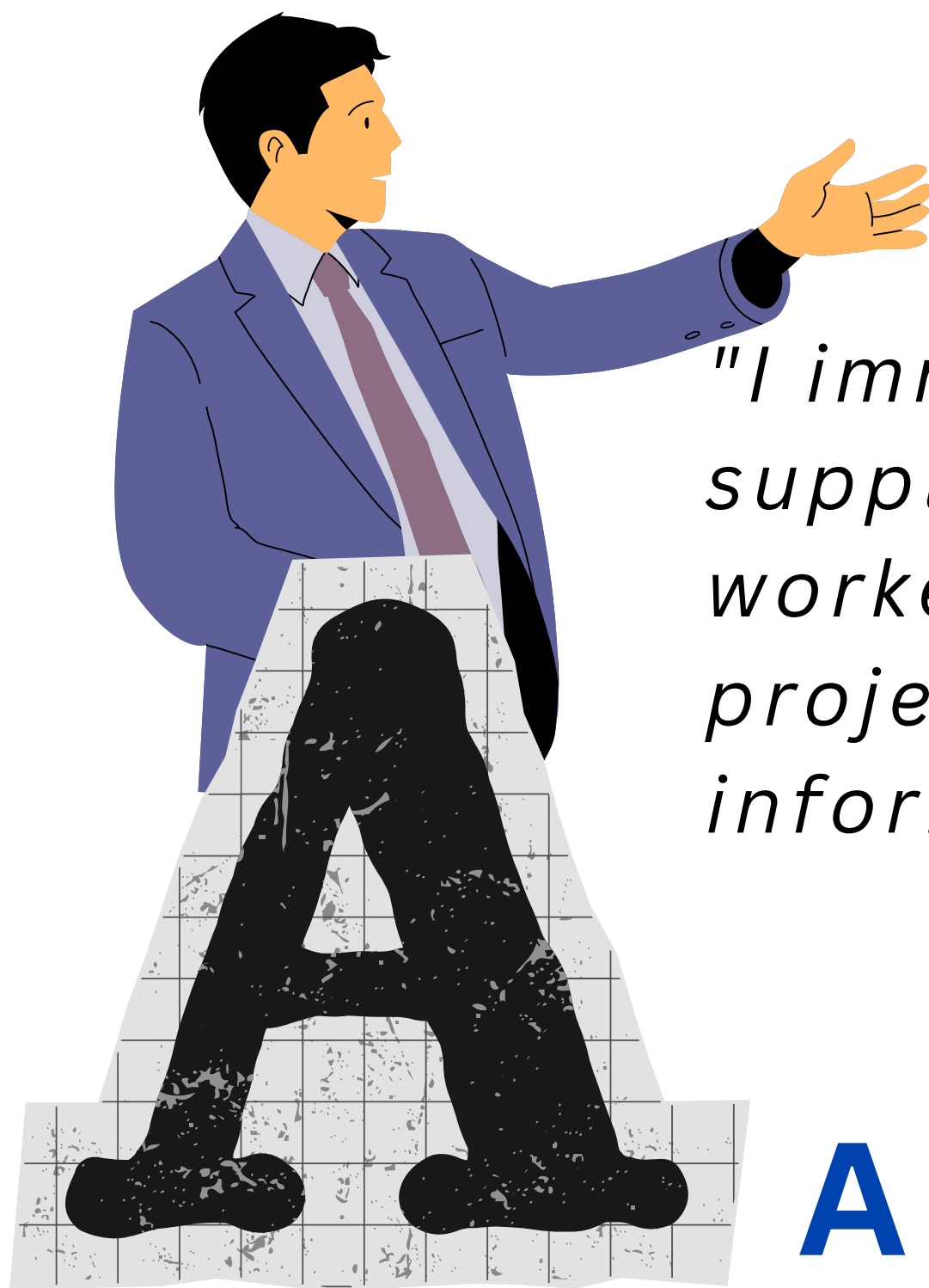
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Example

"I immediately contacted alternative suppliers, negotiated expedited shipping, and worked closely with the team to adjust the project schedule. I also kept the client informed of progress, ensuring transparency."

Action

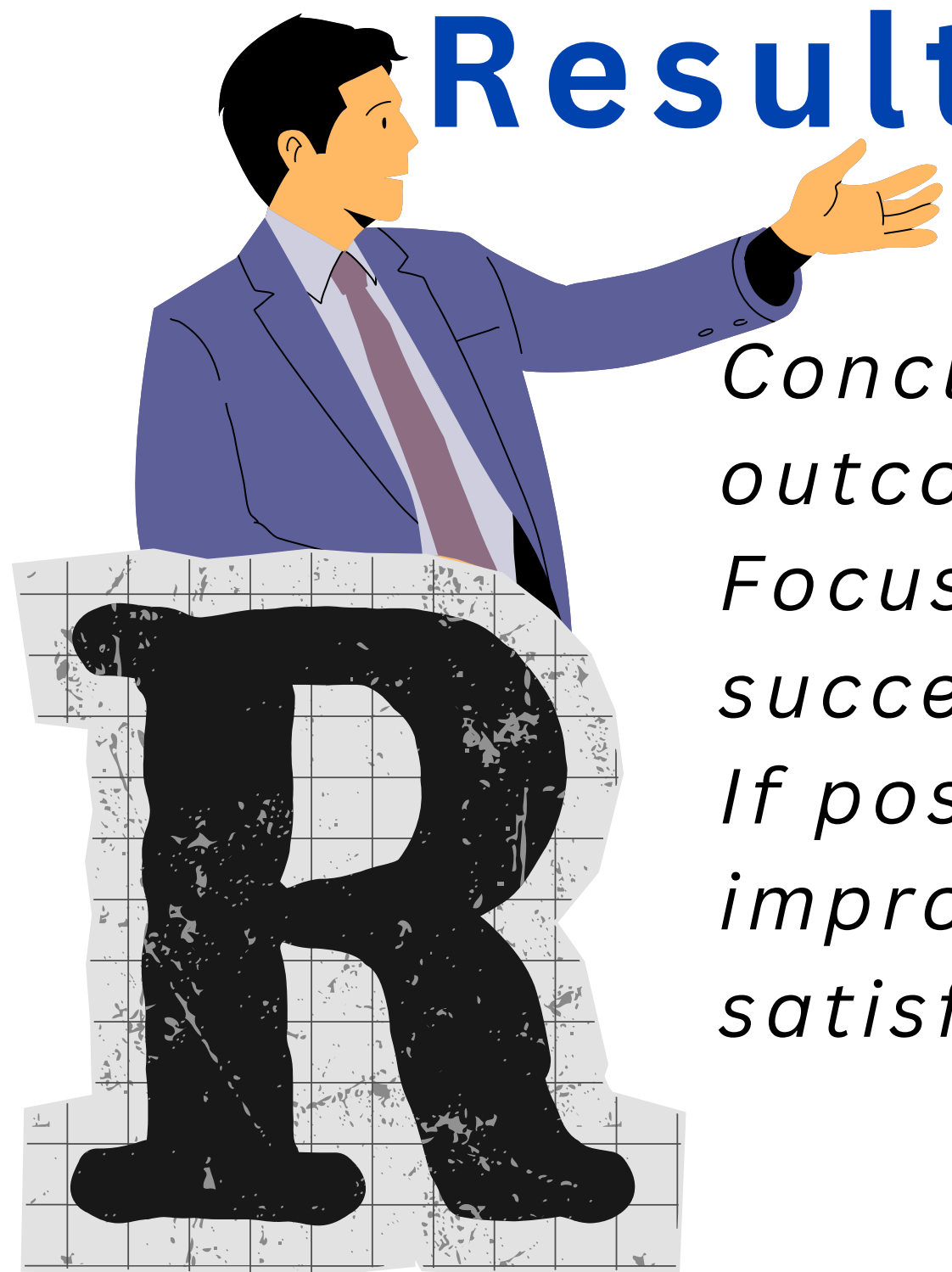


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Result



Conclude your answer by describing the outcome of your actions.

Focus on what was achieved, whether it's a success or a lesson learned.

If possible, provide quantifiable results (e.g., improved efficiency, met deadlines, client satisfaction).

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Example

"As a result, we were able to get the components delivered on time and completed the project a day ahead of schedule. The client was pleased with the outcome, and it strengthened our relationship with them."

Result

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S

Situation: Describe specific event or challenge you encountered.

T

Task: Explain the responsibility or goal you were tasked with in that situation.

A

Action: Outline the steps you took to address the task or resolve the issue.

R

Result: Share the outcome of your actions and highlight success.

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Why Use STAR?

S

*The **STAR method** ensures that you provide a comprehensive answer, addressing the key aspects of your experience in a structured way. It helps you:*

T

*1. **Stay focused:** Avoid rambling by sticking to the four components.
2. **Highlight key skills:** It helps you demonstrate specific competencies like problem-solving, leadership, teamwork, and adaptability.*

A

*3. **Provide context:** By describing the situation and your task, you help the interviewer understand the depth of the challenge and your contribution.
4. **Showcase impact:** The result emphasizes your ability to make a positive difference and produce tangible outcomes.*

R

Using STAR in your responses to behavioral interview questions can greatly enhance the clarity and impact of your answers.

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Using the STAR method Example 1: Sales Representative

Situation: Our company faced a significant drop in sales during a competitive promotional campaign by a rival company.

Task: I was responsible for increasing sales in my territory and regaining market share.

Action: I reached out to existing clients to offer exclusive discounts, launched a targeted email campaign, and arranged product demonstrations to highlight the benefits of our products.

Result: I successfully boosted sales by 15% in my territory, surpassing my sales target, and helped retain several key clients who were considering switching to competitors.

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Using the STAR method Example 2: Software Engineer

Situation: While working on a software development project, we encountered a major bug that was preventing the system from running smoothly during testing.

Task: I was assigned to troubleshoot and fix the issue before the product's scheduled release.

Action: I conducted a thorough analysis of the code, identified the problem within the user interface, and worked with the development team to implement a fix.

Result: The bug was resolved ahead of schedule, and the system was successfully launched on time, leading to positive feedback from clients and minimal post-release issues.

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Using the STAR method Example 2: Software Engineer

Situation: While working on a software development project, we encountered a major bug that was preventing the system from running smoothly during testing.

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Using the STAR method Example 3: Social Studies Teacher

Situation: My students were struggling to understand the concept of historical cause and effect in the American Revolution.

Task: I needed to find a way to make this topic more engaging and ensure students understood the relationships between events.

Action: I created an interactive timeline activity where students could visualize the cause-and-effect relationships and participate in group discussions to reinforce key concepts.

Result: Student engagement increased, and their test scores on the topic improved by 25%, showing a better understanding of the material.

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● Writing and Speaking Activities: Using STAR for behavioral interview questions

Writing and Speaking Goals:

- Structuring STAR responses for interviews

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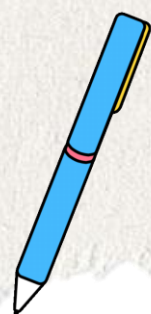
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Writing Example 1

Visual Designer

Interviewer:
Tell me about a time
when you had to
revise a design based
on client feedback.



**Pause while you are thinking about your answer.
You may need a pen and paper to write your answers down.**

Candidate Response:

Situation: "In my previous role, a client was dissatisfied with the initial branding materials we created, feeling that they didn't align with their vision."

Task: "My task was to refine the design while ensuring it maintained brand consistency and met the project deadline."

Action: "I scheduled a detailed feedback session with the client to understand their specific concerns. Based on their input, I adjusted the color scheme, typography, and overall style, while providing multiple design variations for their review."

Result: "The client was extremely satisfied with the final design, and their new branding campaign led to a 25% increase in customer engagement."

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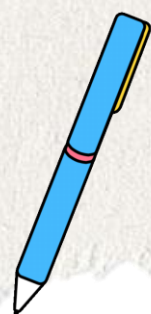
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Writing Example 2

Nutritionist

Interviewer:
Describe a time when you helped a client overcome a challenge in maintaining a healthy diet.



**Pause while you are thinking about your answer.
You may need a pen and paper to write your answers down.**

Candidate Response:

Situation: "A client struggling with weight management found it difficult to follow a diet plan due to their busy schedule and limited cooking skills."

Task: "I needed to create a meal plan that was both effective and practical for their lifestyle."

Action: "I introduced a meal plan with quick, nutritious options, educated them on easy meal prep strategies, and provided guidance on making healthier takeout choices when necessary."

Result: "Within three months, the client successfully followed the plan, lost weight steadily, and reported improved energy levels and better overall health."

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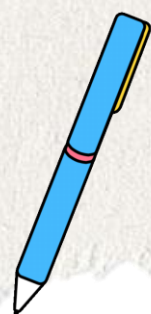
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Writing Exercise

Web Developer

Interviewer:
Tell me about a time
when you had to fix a
big problem on a
website quickly.



**Pause while you are thinking about your answer.
You may need a pen and paper to write your answers down.**

Identify the statements as Situation, Task, Action or Result.

- : "My job was to find the problem, fix the website fast, and make sure it didn't happen again."
- : "A client's online store stopped working during a big sale, and customers couldn't buy anything."
- : "The website was back up in less than an hour, and the client was happy because they didn't lose more sales. They later hired me to keep their website running smoothly."
- : "I checked the server and saw that too many people were visiting at once, causing it to crash. I made the site load faster, reduced extra data, and upgraded the server for more traffic."

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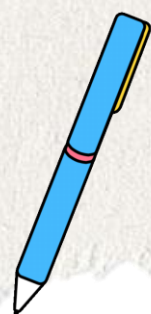
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**Pause while you are thinking about your answer.
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Answers

Task: "My job was to find the problem, fix the website fast, and make sure it didn't happen again."

Situation: "A client's online store stopped working during a big sale, and customers couldn't buy anything."

Result: "The website was back up in less than an hour, and the client was happy because they didn't lose more sales. They later hired me to keep their website running smoothly."

Action: "I checked the server and saw that too many people were visiting at once, causing it to crash. I made the site load faster, reduced extra data, and upgraded the server for more traffic."

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Speaking Activity

The STAR Method

**makes answers
clear, focused,
and easy to
understand.**

It stands for:

Situation – Describe the background or problem.

Task – Explain your responsibility.

Action – Share the steps you took.

Result – Show the outcome of your actions.

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In this activity, you will practice speaking by answering a behavioral interview question using the STAR method.

Choose a question: Select an interview question, such as:

"Tell me about a time when you faced a challenge at work/school."

"Describe a situation where you had to work under pressure."

"Give an example of a time when you helped a team achieve a goal."

Prepare your answer. Break it down into the four parts of the STAR method:

Situation: What was the context?

Task: What was your role or responsibility?

Action: What steps did you take?

Result: What was the outcome?

Speak your answer:

Record yourself answering the question in 1–2 minutes.

Focus on speaking clearly, confidently, and using the STAR method to structure your answer.

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Self-Assessment Rubric for STAR Method Speaking Practice

(Below is a self assessment rubric, which means you can use it to honestly guide yourself in which area you need to improve)

Perfect Score: 15 points

Criteria	Excellent (5)	Good (2.5)	Needs Improvement (1)
Structure	Able to clearly follow the STAR method with all four parts (Situation, Task, Action, Result).	Able to mostly follow the STAR method but misses some details in one part.	Able to mention some parts of STAR but lacks clear structure.
Clarity & Fluency	Able to speak clearly with confidence and minimal hesitation.	Able to speak clearly but with some hesitation or filler words.	Able to speak but with frequent pauses and unclear speech.
Relevance & Detail	Able to provide a detailed, relevant example that fits the question well.	Able to provide a relevant example but with limited detail.	Able to provide a vague or unrelated example.



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