WORKSHEET: MASTERING THE STAR METHOD

Course: Business English — Job Interview Skills | Individual Practice

Student Name: ..... **Student ID / Class: .....**

Task 1: Vocabulary Matching (Nối từ vựng chuyên ngành)

Instructions: Match each action verb in Column A with its most appropriate contextual phrase in Column B.

Column A (Action Verbs)	Answer	Column B (Contextual Phrases)
1. Streamlined	1 — [ ]	A. a budget of $5,000 across 3 departments.
2. Orchestrated	2 — [ ]	B. customer complaints by 20% within two months.
3. Allocated	3 — [ ]	C. a cross-functional team of 6 members to launch the product.
4. Mitigated	4 — [ ]	D. the internal reporting system to reduce approval delay.

Task 2: Gap-Filling — STAR Identification (Điền từ hoàn thiện đoạn văn STAR)

Instructions: Complete the interview response below by filling in the blanks with the correct words from the Word Bank.

WORD BANK: [Challenge | Implemented | Resolved | Increased]

"In my previous internship, our team faced a major (1) _____ when the main event sponsor withdrew two weeks before launch *(Situation)*. My task was to find alternative funding quickly *(Task)*. I immediately (2) _____ a digital crowdfunding campaign and negotiated with 5 local businesses *(Action)*. As a result, we successfully (3) _____ the crisis and (4) _____ our total event budget by 15% *(Result)*."

Task 3: Multiple Choice — Tone Optimization (Lựa chọn văn phong chuyên nghiệp)

Instructions: Check (✓) the response option that demonstrates the most professional and high-scoring business tone.

1. Handling a question about workplace stress:

- **[ ] A.** I get very stressed, but I just ignore it and keep working.
- **[ ] B.** I manage stress by prioritizing tasks using a digital planner and taking short structured breaks.

2. Explaining a past workplace error or mistake:

- **[ ] A.** I made a scheduling error, but I immediately informed my manager and created a backup timeline.
- **[ ] B.** It wasn't my fault; my teammate gave me the wrong deadline.

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3. Describing a disagreement or conflict with a teammate:

[ ] A. My coworker was unreasonable, so I stopped talking to him until he apologized.

[ ] B. We had differing opinions on the campaign strategy, so I initiated a meeting to compare data and reach a consensus.

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ANSWER KEY (DÀNH CHO GIẢNG VIÊN / ĐÁNH GIÁ)

Task 1: Vocabulary Matching

1 - D | 2 - C | 3 - A | 4 - B

Task 2: Gap-Filling (STAR Method)

(1) Challenge | (2) Implemented | (3) Resolved | (4) Increased

Task 3: Multiple Choice (Tone Optimization)

1. Option B
2. Option A
3. Option B

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