

# 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.

**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.

## 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