

Question: Tell us about a time when you had to complete a task to a tight deadline.

Answer:

S	Situation	Start by setting the scene, describe the situation.	While I was on my work experience placement in an estate agency last year I was asked to help them update their client records. They were on an Excel spreadsheet but it hadn't been updated for a while because one of the staff was on maternity leave. I was only there for a week and was helping out with other things as well.
T	Task	Describe what you had to do. Keep this part fairly brief.	
A	Action	Describe how you set about completing the task successfully. This is the most important bit as you are describing how you used your skills. Focus on what you did.	I asked the manager how the spreadsheet was set up and what information needed to be checked. I had to check that the basic contact details were correct for clients looking for new homes in the last 6 months. I noticed that information was missing from some of the records, mainly the full postcode and UK dialling code. I checked this out online and updated those records first. Then I started phoning clients to confirm their contact details, updating and saving the data as I went along. I also added a new column giving the date the record had last been updated. I completed the work on my last day with the firm.
R	Result	Describe or reflect on what you achieved. This lets you emphasise the positive, or describe how you might do things differently next time if there were problems.	I made sure all the clients' details were on the spreadsheet and correct. I even managed to make a few improvements to it. The manager was delighted because she was planning to send out updates on new properties for sale.

This answer demonstrates the following competencies:

- communicating well with others
- ability to listen and follow instructions
- taking responsibility for a task
- using your initiative; and
- working to a deadline.

S	Situation	Start by setting the scene, describe the situation.	
T	Task	Describe what you had to do. Keep this part fairly brief.	
A	Action	Describe how you set about completing the task successfully. This is the most important bit as you are describing how you used your skills. Focus on what you did.	
R	Result	Describe or reflect on what you achieved. This lets you emphasise the positive, or describe how you might do things differently next time if there were problems.	