

Moving from Resume to Interview Storytelling Worksheet

Example:

Skill Verb	What You Did	Why You Did It/Result
• Communicated	with clients about appointment scheduling and problem solved issues in a professional manner	to ensure a positive customer experience
↓ Action + Detailed Example	↓ Situation/Task	↓ Result

Situation/Task:

One of my daily tasks as a receptionist was to **answer phones** and help clients to schedule appointments and address inquiries. Part of this involved **solving problems in a professional manner**.

Action + Detailed Example:

I quickly learned how to **communicate** to callers that I understood their questions and concerns. One time in particular, a client called to verify an appointment the next day that hadn't actually gotten onto the calendar. Our next opening was over two weeks out. So, I assured the customer that I understood their situation, needed to check with my supervisor, and would call them back within two hours to let them know if we could get that appointment onto the calendar after all.

Result:

While we weren't able to schedule the customer the next day, we were able to get them in only a week later, and I **communicated** our apologies clearly during the callback. This provided a **positive customer service experience** and retained that client.

Skill Verb	What You Did	Why You Did It/Result
•		
↓ Action + Detailed Example	↓ Situation/Task	↓ Result

Situation/Task:

Action:

Result:

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Situation/Task:

Action:

Result:

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Situation/Task:

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Situation/Task:

Action:

Result: