

S.T.A.R. Method

Below is the interview format that Amazon uses when conducting interviews. At Amazon, we do not use brainteaser or paradox questions as these are not a good predictor of job success. We also do not use traditional interview questions that focus on the resume or job history alone. Instead, we ask a behavioral question coupled with follow-up probing and challenging questions using the S.T.A.R. technique, which stands for Situation, Task, Action, and Result. Below is an outline of this method. Please take some time to review this information in preparation for your interview with Amazon.

Good luck! 😊

SITUATION/TASK

Describe the situation/task you faced and the context of the story

Answers the questions: **where** did this occur, **when** did it happen, **why** is it important?

Examples Probing/Challenge Questions:

- Why is this important? What was the goal?
- What was the initial scope of the project? What were the challenges?
- What were the risks and potential consequences if nothing happened?
- Why did you choose this story to illustrate a xyz accomplishment?
- What other stories can you think of that demonstrate... xyz?
- Could you come up with an example that is more recent?

ACTION

What actions did you take?

Answers the questions: **what** did you personally own, **how** did you do it, **who** else was involved?

Example Probing/Challenge Questions:

- Were you the key driver or project owner?
- What was your biggest contribution? What unique value did you bring?
- What were the most significant obstacles you faced? How did you overcome them?
- What did you do specifically versus the team?
- How did you set priorities...deal with xyz problem... or get manager buy-in?
- What decisions did you challenge? Why? How did you influence the right outcome?

RESULTS

How did you measure success for this project? What results did you achieve?

- \$ Cost savings, revenue generation
- # Quantify to understand volume, size, scale
- % Percentage change, year over year improvements
- 🕒 Time to market, implementation time, time savings
- 😊 Impact on the customer, the team
- δ Quality improvements

Example Probing/Challenge Questions:

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- Why did you choose to focus on these results? What other results were important?
- What would have been your backup plan? What would you have done had that not worked?
- What trade-offs did you have to make to achieve this? (quality, cost, time)
- I'm concerned about... (the time it took, the volume, the customer impact), tell me more...
- What were the lessons learned? What would you have done differently?
- How would you improve the process or result today?
- How would you implement this at Amazon?
- How did these results compare to your actual goals? (Refer back to goal stated in Situation)