## TEACHING CLIENTS TO WRITE ACCOMPLISHMENTS WITH GOOD QUESTIONS

Always remember the STAR Formula for writing accomplishment statements:
**Situation:** What was the context?
**Task:** What needed to be done?
**Action:** What specifically was done?
**Result:** What was the measurable impact that was created?

By asking good questions, we can transform resume bullet points from flat to story-based and metrics-driven examples of how they added value in their past experience to prove what makes them cost effective.

**From:** "Answered customer phone calls."

**To:** More impactful bullet points such as:
>> "Received and routed an average of 50 daily customer calls while answering questions, providing product details and representing the company with professionalism."

>> "Gained in-depth product knowledge to answer customer questions, reducing forwarded calls up to 25% and freeing sales team to engage in-store customers."

All by asking good questions, such as:

- How many calls did you answer in an average day?
- How did you go above and beyond in your responsibilities as a receptionist?
- What impact did your work have on the team or the company?
- What compliments did you get from customers or kudos did you get from leaders or teammates?
- What was the challenge or problem?
- What was the action you took to excel?
- What was the measurable impact of what you did?

**YOUR TURN TO PRACTICE!**

**Example 1: Administrative Assistant.** "I scheduled meetings and managed calendars."

What questions would you ask:_____
_____
_____
_____
_____
_____

What bullet would you suggest they write:_____
_____
_____
_____

**Example 2: Customer Service Representative.** "I listened to customer complaints and issues."
What questions would you ask:_____
_____
_____
_____
_____
_____

What bullet would you suggest they write:_____
_____
_____
_____

**Example 3: Warehouse Technician.** "I tracked shipments."
What questions would you ask:_____
_____
_____
_____
_____
_____

What bullet would you suggest they write:_____
_____
_____
_____