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THE ADECCO GROUP

## **CBI Question:**

### **Situation**

What was the exact situation? Make it specific (one set incident etc)

### **Task**

What were you specifically responsible for because of the situation?

What else were you doing at the time this happened?

What would the impact have been if you didn't act?

### **Action**

What exactly did you do? Go through each step you took to get a resolution.

Always say 'I did' rather than 'we'

### **Result**

What was the result? Make sure it is always positive. Tell the interviewer the positive feedback you received from customer/line manager etc. Link the result back to why you are the person your interviewer is looking for based on what you did.