

Star Formatted Stories

Name

Institutional Affiliation

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Multi-tasking/Handling Pressure**Situation**

Having been employed as a supervisor in a cafeteria, I had to multi-task as a waiter and a cleaner after the management made a massive retrenchment to reduce its wage bill. Nearly half of the employees were dismissed, and therefore, the workload became too high.

Task

In addition to working as a supervisor, I had to handle customers' orders, respond to their complaints via the phone and email, write daily performance report, and clean the cafeteria. However, these jobs were previously done by different individuals. The tasks were not only challenging, but also demanding.

Action

To perform effectively, I came early to work to clean and handle the clients' emails. Moreover, I requested the management to provide me with a smartphone so that I could be able to respond to emails on my way to and from work. Besides, I could receive orders via the phone when serving.

Result

The cafeteria registered a 40% more profit compared to the previous months, and everything moved smoothly.

Leadership**Situation**

After the restaurant had dismissed a huge number of its workforce, the remaining employees had to handle more responsibilities. Resultantly, they were overworked and became less motivated, a situation that almost lowered their productivity in the first week.

Task

As the supervisor, it was my role to ensure that the staff members were motivated to deliver to the standard.

Action

I scheduled a meeting with all the workers in my department and explained to them the situation at hand. Moreover, I met with the management and asked them to consider a 10% wage increment to the remaining employee because of the added workload which the owner accepted. In addition, I made arrangements for breaks in shifts so that the staff could have some time to rest and served as a cleaner and waiter.

Result

Afterwards, the team responded positively to work and appreciated the wage rise. Under my leadership, the cafeteria managed to reduce its wage bill successfully and make profits.

Initiative**Situation**

When we moved to a new city after graduating from high school, I noticed the inferior living conditions of many aged and physically challenged people in the neighborhood.

Task

Concerned about improving their situation, I formed an initiative group to raise money to support them. Through the program, I targeted to get, at least, a hundred thousand US dollars to be able to help not less than fifty individuals of this group.

Action

In a group of my five friends, I organized a walk in our city to source the funds and other material support. In addition, I contacted a few NGOs and governmental organizations, and they agreed to support the idea.

Result

To our surprise, people responded well, and we raised over a hundred thousand US dollars. As a result, through the initiative, we managed to provide wheelchairs to the individuals with disabilities and offer food and daycare services to the elderly.

Teamwork**Situation**

In high school, I played soccer and was appointed the captain of the team. One day, when playing a zonal tournament, two of our key defenders got injuries, and one striker was red carded. The defenders were to be replaced, and we had to play one person less.

Task

As the captain, I had to ensure that there was no panic in the team and that we had to win the match.

Action

During the halftime break, I addressed all the players and told them that we were still stronger than the opponent. I requested that we played a more defensive game. Besides, I asked them to ensure that all the opponent strikers' moves were spoilt.

Result

We managed to score one early second-half goal and defended it to the last second. The match ended one null in our favor through a goal that I scored.

Strengths/Achievements

Situation

While in high school during my final year, I got a serious injury when playing soccer, and therefore, I had to be out of school for a month. As a result, I missed several classes, something that could have impacted my final grades.

Task

Despite being out of school and in a hospital bed, I was still determined to score a good grade that could provide me with an opportunity in a government college.

Action

During one month in the hospital, I asked my mother to go to school and borrow for me textbooks so that I could do personal studies. I read tirelessly, and when I went back to school, surprisingly, I was ahead of the class in terms of syllabus coverage.

Result

I managed to become one of the best students and got an admission to my dream course.

Ethics/Character

Situation

With my program to uplift the living standard of the elderly and physically challenged people in my neighborhood, I managed to receive overwhelming financial support. We got close to 1.5 million US dollars.

Task

It was my responsibility to ensure that the funds and the materials raised were used for the intended purposes.

Action

I hired an accountant for bookkeeping and proper recording of our financial transactions. My friends and I ensured that every coin was channeled to the project.

Result

Due to the high level of accountability, more NGOs and governmental organizations donated money to our program. Now, we are planning to expand the initiative to other cities.

Strategy/Decision Making/Innovation**Situation**

After graduating from high school, I noted that small businesses in my municipality had no online presence. I found it imperative to sell a website marketing idea to them and help them develop it.

Task

My innovation was to develop a basic advertising site that suited the demands of every commerce. It was to be user-friendly and affordable.

Action

Having gained basic website designing skills in high school, I approached several enterprises, and most of them responded positively, while others requested for a demonstration. Further, I created the websites and integrated them with social media platforms.

Result

The result was improved customer interaction, new customer acquisition, and increased returns on investment for the entrepreneurs.