

## **AULA 6**

6- Give me an example where you went out of your way to ensure a customer received the best possible service from you.

Tell me about a time when you worked as part of a team?

1- Contexto

2- Problema

3- Ação / Solução

4- Resultado / Aprendizado

## **1º MODELO DE RESPOSTA**

As a freelancer, I usually worked on a small team, but at this time I was working for a client that had another agency operating on a different part of the project.

We were developing the website for a medic clinic and launching their product that was a course about hearing issues. I was the team leader.

Our team was almost finishing our job, we were within the established deadline, and the other team, responsible for the structure of the course decided to change all the texts and the artworks, because of a technical part of the product.

Both groups really had to work as a team, as one of the leaders, I had to work overnight to ensure we could get the job done to achieve the client's goal and launch the product on time.

It was a challenging experience, but everything went perfectly, the product was launched and the sales were beyond expected.

## AULA 6

### 2º MODELO DE RESPOSTA

My previous company used to have a slip seating setup, I am comfortable with that, but the other driver always left food crumbs in the truck.

We knew we were not allowed to eat in the cabin.

So my first decision was to alert him that it could be dangerous because of the distractions and I asked him to clean the space for the next driver.

He understood and we solved this situation with a simple and educated talk.

He explained to me that in his last job they always had to eat while driving because they had a short time to stop.

So, I helped him to be familiar with the Federal Motor Carrier Safety Administration (FMCSA) regulations.

After that, we both clarified the situation to our boss, he was glad we solved this situation and decided to set up a meeting to remember all the drivers about the safety rules, this way we could break bad habits.

I believe it is important for all the drivers on the road and for the company, that could be penalized if the law was not applied.