Main LP Detected

Customer Obsession (as declared) is demonstrated. The candidate focuses on understanding the customer's urgent need and taking action to fulfill it.

Bias for Action: The candidate took immediate steps to resolve the delivery issue.

7

Marks deducted:

While the impact was measured, the "significant increase" lacks quantifiable data. (-2

To improve, the candidate should provide more specific details in their story. Using the STAR method more comprehensively, the candidate could offer more context about the situation, elaborate on the actions taken (including any challenges faced), and quantify the results more precisely (e.g., "repeat purchases increased by 20%"). Showing a deeper understanding of customer needs and demonstrating a measurable positive impact will strengthen the response. Also, the candidate should show that this behaviour is beyond the normal expectations and they were not specifically asked by anyone to do this.