**Question prompt shown on screen**

Tell me about a time when you took on a leadership role and also tell me what you think makes a good leader.

**Candidate response**

I’ve had some great opportunities to work on my leadership skills, from working on academic projects, volunteer opportunities, and my work experiences. Um, one example that comes to mind is from my time working as a server last year. So, it was a busy night due to a football game, and many of our servers were getting quite stressed out and the wait times were getting longer because of this. Um, there was one table in a section different from my own that had obviously been waiting for their food for a while and some individuals were growing more and more impatient as the time passed. Their server was new, but she was also spending more time speaking to the hostesses than attending to those seated in her section. And because of this, when she returned, the table began to berate her, and her response was to become defensive and tell them that they could eat elsewhere. I guess that I knew that we needed to de-escalate the situation because other tables were beginning to take notice and this didn’t give the best impression of our restaurant to that table and others. I mentioned to my manager that we had upset customers and then went and asked the table if there was anything I could do to help. My co-worker seemed visibly relieved to have help and the table, while still irritated, explained to me in a calmer manner why they were upset. After that, I, um, told them that my co-worker and I would be back shortly and took her to speak to my manager. In the end, we were able to offer the table a gift card and that was for their next visit, and after that the server apologized, gave them their food, and they appeared to enjoy the rest of their night. My manager had a discrete talk with the server and after that she paid more attention to her table from that point onwards.

From this, I guess I learned that leaders do not wait for others to act. They look to find compromises to help everyone around them succeed. They can also model good behaviour for those around them, and for those who they work with. I think that maybe the best leaders are people who can act independently and take initiative. And they can also collaborate with others to boost everyone around them up.