HOW to STRENGTHEN an ACTION STATEMENT

A minimal guideline is to include at least one accomplishment for every position you have held. The accomplishment statement(s) should demonstrate the most important aspects of your job and relate directly to your job objective.

We have demonstrated several quality levels of action statements. While we recommend striving for the “best” action statement, a “better” statement is acceptable in some cases.

Levels of Action Statements are as follows:

WEAK  “I trained new employees”

FAIR  “Trained new employees, resulting in increased customer satisfaction”

BETTER  “Trained more than 15 new employees over a 6-month period resulting in increased customer satisfaction”

BEST  “Increased customer satisfaction rate by 20% by providing effective problem resolution training for 15+ new employees in a 6-month period”