**Accomplishment Story Example**

Situation

"While working as a salesperson for Acme Company, I was given an account that had been mishandled by our company in the past. When this customer came in to place a large, new order, she was angry, expressing dissatisfaction with past service and asked us to guarantee superior work this time around."

Obstacles

"I wanted to maintain this customer relationship, but also to not promise service we could not deliver and compound the problem. This was a challenging product or service to deliver for my company.

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Action

"I scheduled a meeting with my supervisor and we reviewed her order, identifying potential pitfalls, resulting in our adjusting the services we could provide. I then returned the customer's call, negotiated a new contract, and faxed it to her."

Result

"While the customer was a little disappointed that we could not provide everything she wanted, she appreciated my being honest about what we could do. In the end both parties were happy, and I was able to save this account worth $45,000 per year.”