

When creating your success story please use the following  $\mathbf{STAR}$  format

Situation	Describe the background, challenge, or event.
Task	What was your plan to address the situation?
Action	Elaborate on your specific action. What did you do? How? What tools did you use?
Result	Summarize and quantify your results. Please be specific.

Please send completed Success Story along with any pictures to:

PCCInsider@USPS.gov

## **INSTRUCTIONS**

Please make sure your story includes ALL the following:

Name of PCC:

Who wrote the story:

**Contact information:** 

**Situation** Describe the background, challenge, or event.

What is your goal? What do you want to accomplish?

**Task** Describe the preparations, plans, assignments, budget etc.

Action Describe the tools, communications, obstacles, (speaker

requests, venue contract, solicit sponsors, and vendors, etc.)

Result

Describe and Quantify Accomplishments; increased membership or sponsorship, certifications, recognition, cost

savings, community outreach, celebrations, etc.



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