

Telephone Reference Check

Applicant Name: _____

Person Contacted: _____ Title: _____

Working Relationship to Applicant: _____

Firm/Company: _____

1. What were the dates of his or her employment with your firm?

2. What was his or her job title?

3. What were the responsibilities of this job?

4. How would you describe the quality of his or her work?

5. What are the candidate's strongest skills?

6.

7.

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8.

9.

10.

11. Would you rehire him or her?

12. Is there anything else you can add that would help us learn more about (candidate's name)?

Circle the quality of this candidate based on this reference check.

Excellent

Good

Average

Poor

Signature: _____

Date: _____

Sample Reference Questions:

1. How does the candidate get along with peers & clients?
2. In confrontational situations, describe how the candidate reacts. Be specific.
3. How adaptive is the candidate to new or changing working conditions?
4. Does the candidate require the manager to regularly assign tasks or does the person seek out work on their own?
5. Please comment on the candidate's integrity. Give specific examples.
6. Describe a time the candidate had to be trusted with confidential information.
7. How well can the candidate distinguish and select the appropriate course of action to be taken?
8. Tell me about a difficult decision the candidate had to make while working for you. What was the outcome?
9. How does the candidate handle making unpopular decisions. Give an example.
10. Describe a leadership challenge that the candidate had to face.
11. Give an example of how the candidate maximized human resources to achieve organizational objectives.
12. How did the candidate deal with difficult co-workers or customers?
13. How would you describe the candidate's attitude toward customer service?
14. Describe a situation when the candidate went "beyond the call" for a customer.
15. Does the candidate normally react to the public and others in the workplace in a sensitive and responsible way?
16. How well does the candidate work as part of a team?

17. Is the candidate generally willing to consider the opinions and recommendations of others?
18. How well did he or she plan and organize his or her work? Were assignments completed in a timely fashion?
19. How well did he or she respond to pressure (e.g. from high volume, deadlines, multiple tasks, etc)?

You may also want to develop questions that might cover one or more of the following areas:

- ❖ Technical knowledge or skills applicable to this type of work
- ❖ Experience in the applicable professional field
- ❖ Lead/supervisory experience
- ❖ Budget /fiscal management
- ❖ Computer applications
- ❖ Program/project development
- ❖ Communication skills