

Reference Check Outline

The form below is intended to be used as a guide and can be modified to meet your particular needs. Remember to give candidates advanced notice that you will be checking their references. Use the following guidelines when you are conducting all telephone (or email) reference checks, whether the candidate is an internal employee or an external applicant:

- ✓ Introduce yourself and state the purpose of your call
- ✓ Confirm that it is a convenient time to talk
- ✓ Briefly describe the position for which the applicant has applied
- ✓ Confirm the relationship between the person giving the reference and the applicant
- ✓ Verify basic duties such as job title, duties, salary, dates of employment
- ✓ Be consistent! Ask the same questions about all final candidates and weigh the information equally; what disqualifies one should be the basis for disqualifying any others.

It is a best practice to have more than one person included in the reference checks for consistency of understanding information provided.

SAMPLE REFERENCE CHECK QUESTIONS

Candidate's Name: _____

Reference Check provided by: _____

Organization: _____

Title: _____

Phone Number: _____

Date: _____

What was the nature and length of your relationship with the candidate?

Additionally, how does s/he handle difficult people? What is his/her conflict resolution protocol?

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Does the candidate always conduct his/her dealings with others in a tactful manner? Explain.

What are the candidate's key accomplishments or impact on the organization?

What area of development could the candidate focus on?

If you were going to provide advice on how to best guide this person, what would it be?

Determine the candidate's advancement in the company; did she receive any promotions or demotions, or did she remain in the same role throughout her tenure?

Is this person a team player or does he or she excel by working alone?

What kind of duties and responsibilities were assigned to the candidate? Did he complete them satisfactorily?

What were the candidate's strengths as an employee?

Is the candidate eligible for rehire? Why or why not? What was his reason for leaving?

Is there anything else I should take into consideration before I hire this candidate?

Reference Check Completed By: _____