**REFERENCE CHECK QUESTIONS**

This document is meant to be a guideline, please customize it to your needs.

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| **1** | Reference for: *(candidate’s name)* | |
| Reference Name | | Organization |
| Phone Number | | Date |
| Identify who you are and your position  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(candidate’s name)* has applied for a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(position title)* position with the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*(organization name)*, and has provided your name as an employment reference. The information you provide will help us determine if this candidate is suitable for this position. What you share during this discussion will be kept in confidence.  Provide a brief description of the key responsibilities for the position to give the reference a sense of the type of duties the candidate would be responsible for performing.  Page/Shelver Example: The Candidate will be required to shelve materials and provide directional customer service to our customers. The skills we are looking for include:   * Attention to detail * Ability to file alpha-numerically * Strong communication skills * Ability to contribute positively and work effectively within a team environment * Effective time management skills | | |
| **2** | Review Employment | |
| 1. Confirm the position the candidate is / was in | | |
| 1. When did they work for your organization? start date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and end date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   Worked full time / part-time \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| 1. Working relationship – do / did you directly supervise? If not, how are you familiar with this person’s work? | | |
| 1. What job duties are/were they responsible for performing? | | |
| 1. Why did they leave your organization? | | |
| **3** | Candidate’s Abilities | |
| Ask the Reference to describe the candidate’s abilities (competencies outlined in the job description and the interview plan) and ask for examples to support.   1. Customer Service Example: Can you please comment on \_\_\_\_\_\_\_\_ (candidate’s name) customer service abilities? | | |
| 1. Interpersonal Example: How would you describe \_\_\_\_\_\_\_\_ (candidate’s name) working relationship with their colleagues? | | |
| 1. Conflict Management Example: Can you speak to \_\_\_\_\_\_\_\_ (candidate’s name) ability to resolve differences with others? | | |
| 1. Teamwork Example: Can you comment on \_\_\_\_\_\_\_\_ (candidate’s name) ability to work on teams within your organization? | | |
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| What do you consider to be their best skill or characteristic? OR What are their strengths? | | |
| In the past, or currently, have there been performance concerns where you have provided coaching? Please specify the concern, the development plan and the progress to date. | | |
| What skill or characteristic could they improve in? OR What areas could they improve in? | | |
| Any concerns with attendance or punctuality? | | |
| Would you re-hire for the same position or a similar position if it became available? Why or why not? | | |
| Is there any other information you would like to provide us to assist in our decision? | | |
| *I appreciate your time and assistance in our recruitment and selection process.* | | |