



Reference Check

Instructions

The purpose of this reference check questionnaire is to give interviewers general guidelines for conducting an effective telephone reference check. Keep in mind that these are just examples of suggested questions that may be used to check facts and obtain job-related data. When conducting an actual reference check the interviewer should tailor these questions and/or add new questions to appropriately reflect the job to be filled.

Applicant Information

Applicant's Name: _____ Date (mm/dd/yyyy): ____ / ____ / ____

Organization: _____

Name of Individual Contacted: _____ Phone: (____) ____ - ____

Title: _____ Relation to Applicant: _____

Verification of Factual Information

Dates Employed (mm/dd/yyyy): ____ / ____ / ____ to ____ / ____ / ____

Previous Positions Held: _____

Sample Job Related Questions *(If you need more space, please attach a sheet of paper)*

Describe the applicant's primary job responsibilities:

On what activities did the applicant spend most of his/her time?

Can you provide examples of instances when the applicant had multiple demands on his/her time?



How did he/she handle it?

What criteria was used to evaluate the applicant's performance?

Were you satisfied with the results?

Can you recall a situation when the applicant effectively handled an internal/external customer complaint?

Give me an example of how the applicant handled unfavorable feedback.

Can you recall a situation when the applicant instituted a change which resulted in an improved method or process in their job or department?



In your opinion, what are the applicant's strengths?

Weaknesses?

We all occasionally have trouble getting along with co-workers. Describe a time when the applicant did not get along with a co-worker.

What was the result?

Closing *(If you need more space, please attach a sheet of paper.)*

What were the circumstances surrounding the applicant leaving your organization?

If given the opportunity would you rehire the applicant? Yes No



Additional Comments/Questions