

**Name of Applicant:**

**BACKGROUND/REFERENCE CHECK OUTLINE**

**Date:** \_\_\_\_\_

**Name of Reference:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

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In what context did you know applicant? (Job site as well as relationship: supervisory, co-worker, other)

How long have you known him/her?

*If appropriate, describe the position for which the applicant is applying:* How do you think s/he would do in this type of position?

How would you describe him/her as a worker?

What are his/her professional strengths? Can you give examples of specific situations where you observed this?

Can you comment on his/her customer service skills, both to customers and individuals within the organization?

How did s/he get along with co-workers? Is s/he a team player?

Does s/he complete projects on time?

How would you describe the quality of his/her work?

How does s/he react to criticism?

With what level of supervision do you believe s/he is most comfortable?

How do you feel s/he handles confrontations or difficult individuals?

Have you ever witnessed his/her when s/he was mad/angry/upset? What caused this reaction?

Can you tell me anything negative about his/her or describe a situation which s/he acted in an inappropriate manner?

Realizing that no one is perfect, please tell me something you feel s/he could improve?

Compared to other employees you supervise/work with, how would you rate him/her?

If s/he had applied for a similar position with your organization, would you rehire him/her?

Is there anything else you would like to add?

Is there anyone else you could recommend that I talk to regarding the applicant?

*Thank you for your help. An offer has not been made at this time, so please hold this phone call in confidence.*