

BACKGROUND/REFERENCE CHECK OUTLINE

Date:

Name of Reference:

Phone Number:

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
_____ would do in this type of position?

How would you describe him/her as a worker? Is he hardworking?

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 well does she/he work with applicants, the public, and citizen groups?

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

Does he/she complete projects on time?

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

How would you describe her/his analytical and writing skills?

How does she/he react to criticism?

With what level of supervision do you believe _____ is most comfortable?

How do you feel _____ handles confrontations or difficult individuals?

Have you ever witnessed _____ when she/he was mad/angry/upset? What caused this reaction?

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

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

Does _____ have any professional weaknesses?

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

If she 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 _____?

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