

Reference Check and Selecting Team Members

School Report



Conducting Telephone Reference Checks

Purpose	To verify that the information provided by the applicant both on the application for employment and in the interview is correct.	
Reference Check Timing	A telephone reference check should be conducted after the applicant has successfully passed the interview, and before employment is offered.	
Telephone Reference Check Procedures		
1. Introduce yourself:	"Hello, my name is _____ and I hold the position of _____ with _____ restaurant. We are considering _____ for a position with our restaurant. He/She has listed you as a reference and given us permission to contact you. Everything you tell me will be held in complete confidence. Do you have a couple of minutes to talk?"	
2. Ask only job related questions:		
a. If the reference is a previous employer:	Verify:	
	Position	
	Date Employed	
	Ending Wages	
	Reason for Leaving	
	Ask:	
	Would you re-employ this person?	
	What strengths and areas for improvement does this person have?	
b. If the reference is a personal or school reference:	Ask:	
	How long have you known this person?	
	Is this person reliable?	
	Is this person energetic?	
	Is this person outgoing?	
	Is this person a team player?	
	Is this person personable?	
	Is this person able to relate to customers?	

