

Conducting Reference Checks

Once you decided to hire someone, there is still one more thing to do. The final step in the selection process is the reference check. Following is a list of tips for completing reference checks:

- Obtain written permission from the applicant to perform reference checks.
- During the interview, ask the applicant the name and title of each supervisor they have worked for in the last few years.
- Contact previous supervisors, particularly people that the candidate has worked under in the last five years.
- Be well prepared for the call by having notes in front of you. This will serve to establish your credibility. Start the reference call by stating your name and title, that you may possibly be hiring this person and ask them if you could take a few minutes of their time.
- You may call personal references, but usually these include family and friends.
- Promise confidentiality to the references that you contact.
- Contact the current supervisor. If the applicant states that they are not comfortable with you doing this until they have an employment offer in writing, inform them that employment will still depend on a favourable reference from the current supervisor.

Some Questions that should be asked:

- Ask the reference to confirm dates worked and wages paid.
- Ask them to confirm the applicant's duties.
- Ask what they felt the applicant's strengths and weaknesses were.
- Ask the reference any if they would hire the person again.
- Ask them if they know anyone else in the business who may be able to give further insights.

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For More Information

Internet: http://www.managementhelp.org/staffing/screeng/bck_grnd/bck_grnd.htm

Book: The Smart Interviewer: Tools and Techniques for Hiring the Best
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