



Conducting a Verbal/Phone Reference

Verbal/phone references are to be done for all successful interviewed applicants.

The object of this stage is to get a brief history of a previous work experience to enable us to find out how the person has worked in the past.

Here is a process and script to follow when conducting a verbal/phone reference...

Keep the applicant's resume/application open in front of you.

Applicants Name: _____

Name of Supervisor/Manager for reference: _____

Phone Number: _____

1. Dial the number.
2. Smile warmly as soon as the phone is answered.
3. "Good Morning/Afternoon, this is _____ (your name), from New Generation Clothing. May I speak to _____ (the manager/supervisor listed above)?"
4. Before continuing, confirm that you are speaking to the person named.
5. Say, "Your name has been given by _____ (applicant's name) for a verbal reference. They have applied to work with us. May I ask you a few questions about _____ (applicant's name)?"

THE QUESTIONS ARE

- a) *What was the approximate period of employment?*
- b) *And the duties?*
- c) *And the reason for leaving?*
- d) *Was _____ (applicant's name) honest with money?*
- e) *And was _____ (applicant's name) accurate with money?*
- f) *And was _____ (applicant's name) always punctual?*
- g) *And reliable?*
- h) *Did _____ (applicant's name) have any sick days? If so, approximately how many?*
- i) *Was _____ (applicant's name) ever late to work, or ever go home early?*
- j) *Would you re-employ _____ (applicant's name) again, if they applied for the same position now? Any why?*
- k) *How did you rank _____ (applicant's name) as a member of your team (top, average, low)?*
- l) *And what was the reason for this level?*

Say "Great. Thanks for very for your time. That answers all my questions about _____ (applicant's name). Bye for now".