

Telephone Reference Checklist

Applicant Name: _____

Rater's Name: _____

Rater's Position & Department: _____

Relation to Applicant: _____

Step 1: Introduce yourself and state purpose of call

Good day, my name is _____ of _____ (company). We are considering (*applicant's name*) for employment in the position of _____. Your name has been given as a former employer. We would greatly appreciate your evaluation of this applicant's performance.

Step 2: Confirm information provided

- How long was the candidate employed with your company? _____
- What position(s) did they have? _____
- Why did they leave? _____

Step 3: Gather information about candidate

Please rate this applicant on the following items:

Criteria	Above Average	Average	Below Average	Comments
Overall performance				
Job related skills				
Work ethic				
Reliability				
Flexibility				
Communication skills				
Team player				
Acceptance of direction from others				
Acceptance of feedback				
Ability to get along with others				
Leadership qualities				
Dependability				
Willingness to learn				
Dealing with stress				
Dealing with customers				
Other				
Other				

Step 4: Wrap-Up

- Ask if there is any other important information they would like to share about this person?

- Ask if they would rehire the candidate? If not, ask why not? _____
- Thank them for their assistance.