

TELEPHONE REFERENCE CHECK GUIDELINES

Classified and Management Positions

Prior to placing any calls, be sure to contact the candidate(s) being considered for the position or pool to let them know that you intend to contact their references (if you have not already forewarned them of this in the interview).

Ideally, you should contact the most recent employer first and speak with the candidate's supervisor (or other person who has evaluated their work). If the candidate has only provided names/phone numbers of coworkers or friends, let them know that you will need to speak with someone who has supervised their work. If you are having trouble reaching one or more of the references listed, contact the candidate for alternate reference information.

When contacting references, begin by identifying who you are and why you are calling (candidates sign a waiver that authorizes you to contact their references with their application materials). You will find that you are most likely to get detailed responses if you first give a brief overview of the position/pool that the candidate is being considered for at UT Health Science Center at Houston

After you have filled in the information as requested on the top portion of the attached *Telephone Reference Worksheet*, contact the reference, first verifying the information in the top portion, and then asking the questions that follow.

Completed reference sheets should be retained with any interview notes conducted on the candidate. If the candidate is selected for hire, the reference sheets should be submitted to Human Resources for inclusion with the person's official personnel records.

NAME OF CANDIDATE: _____

POSITION BEING CONSIDERED FOR: _____

DEPARTMENT: _____

REFERENCE #1

NAME OF REFERENCE: _____

TITLE: _____

NAME OF REFERENCE COMPANY: _____

PHONE NUMBER: _____

REFERENCE'S RELATIONSHIP TO CANDIDATE (i.e. supervisor, co-worker, etc.):

DATES OF EMPLOYMENT: From _____ To _____
(month/year) (month/year)

CANDIDATE'S TITLE/POSITION AT REFERENCE COMPANY:

1). Please briefly describe the job and skill requirements for the position that (the candidate) held/holds with your organization:

2). Do you feel that (the candidate's) skills are/were meeting the job requirements? Yes No

3). Can you provide me with specific examples of how the work of (the candidate) is/was exemplary?

4). Are there any areas where you believe (the candidate) could use some specific training or skill building in? Yes No If yes, please describe:

5). On a 0-10 scale, with 0 being poor and 10 being exceptional, how would you rate (the candidate) compared to other employees who have held the same position? 0 1 2 3 4 5 6 7 8 9 10

6). Overall, do you feel (the candidate) successfully performed their job? Yes No, Please describe:

7). How well did (the candidate) work with others?

8) Based on the description of the position we are considering (the candidate) for, do you feel he/she could handle the responsibilities for this position? Yes No Comments:

9) What is the reason for (the candidate) leaving your organization?

10) If given the opportunity, would you rehire (the candidate)? Yes No; If no, please describe:

10) Additional Comments:

REFERENCES CHECKED BY: _____

(signature/title)

DATE: _____

REFERENCE #2

NAME OF REFERENCE: _____

TITLE: _____

NAME OF REFERENCE COMPANY: _____

PHONE NUMBER: _____

REFERENCE'S RELATIONSHIP TO CANDIDATE (i.e. supervisor, co-worker, etc.):

DATES OF EMPLOYMENT: From _____ To _____
(month/year) (month/year)

CANDIDATE'S TITLE/POSITION AT REFERENCE COMPANY:

1). Please briefly describe the job and skill requirements for the position that (the candidate) held/holds with your organization:

2). Do you feel that (the candidate's) skills are/were meeting the job requirements? Yes No

3). Can you provide me with specific examples of how the work of (the candidate) is/was exemplary?

4). Are there any areas where you believe (the candidate) could use some specific training or skill building in? Yes No If yes, please describe:

5). On a 0-10 scale, with 0 being poor and 10 being exceptional, how would you rate (the candidate) compared to other employees who have held the same position? 0 1 2 3 4 5 6 7 8 9 10

6). Overall, do you feel (the candidate) successfully performed their job? Yes No, Please describe:

7). How well did (the candidate) work with others?

8) Based on the description of the position we are considering (the candidate) for, do you feel he/she could handle the responsibilities for this position? Yes No Comments:

9) What is the reason for (the candidate) leaving your organization?

10) If given the opportunity, would you rehire (the candidate)? Yes No; If no, please describe:

10) Additional Comments:

REFERENCES CHECKED BY: _____
(signature/title)

DATE: _____

REFERENCE #3

NAME OF REFERENCE: _____

TITLE: _____

NAME OF REFERENCE COMPANY: _____

PHONE NUMBER: _____

REFERENCE'S RELATIONSHIP TO CANDIDATE (i.e. supervisor, co-worker, etc.):

DATES OF EMPLOYMENT: From _____ To _____
(month/year) (month/year)

CANDIDATE'S TITLE/POSITION AT REFERENCE COMPANY:

1). Please briefly describe the job and skill requirements for the position that (the candidate) held/holds with your organization:

2). Do you feel that (the candidate's) skills are/were meeting the job requirements? Yes No

3). Can you provide me with specific examples of how the work of (the candidate) is/was exemplary?

4). Are there any areas where you believe (the candidate) could use some specific training or skill building in? Yes No If yes, please describe:

5). On a 0-10 scale, with 0 being poor and 10 being exceptional, how would you rate (the candidate) compared to other employees who have held the same position? 0 1 2 3 4 5 6 7 8 9 10

6). Overall, do you feel (the candidate) successfully performed their job? Yes No, Please describe:

7). How well did (the candidate) work with others?

8) Based on the description of the position we are considering (the candidate) for, do you feel he/she could handle the responsibilities for this position? Yes No Comments:

9) What is the reason for (the candidate) leaving your organization?

10) If given the opportunity, would you rehire (the candidate)? Yes No; If no, please describe:

10) Additional Comments:

REFERENCES CHECKED BY: _____
(signature/title)

DATE: _____