Getting a Verbal (Phone) Reference

*The object of this is to get a brief history of a person’s work to enable us to ask some pertinent questions at the interview, and to find out how the person has worked in the past.*

**Applicants’ Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Keep the Staff member’s Application open in front of you, 2nd page and complete the following:

**Name of Supervisor for reference \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_**

1. Dial the number
2. Smile warmly as soon as the phone is answered
3. Say “Good Morning/Afternoon.

“This is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (your name)

“from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (your organisation)

“May I speak to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (the supervisor listed above)?

1. Before continuing, confirm that you are speaking to the person named.
2. ***Say*** “Your name has been given by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Applicants Name) for a verbal

Reference, who has applied to work with us. May I ask you a few questions about \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Applicants Name)?

The questions are:

a) What was the approximate period of employment?

b) And the duties?

c) And the reason for leaving?

d) Was \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Applicants Name) honest with money?

e) And was \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Applicants Name) accurate with money?

f) What system do you have to assess honesty and accuracy with money?

g) And was \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Applicants Name) always punctual?

h) And reliable?

i) Did \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Applicants Name) have any sick days?

If so, how much notice in advance of the rostered-on time was given?

j) And did \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Applicants Name) take any days off as holidays?

k) Was \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Applicants Name) ever late to work, or ever went home early?

l) Would you re-employ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Applicants Name) again, if he/she applied for the same position now? And why?

m) How did you rank \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Applicants Name) as a member of your team (top, average, bottom)?

n) And what was the reason for being at this level?

***Say***

“Great, thanks very much for your time. That answers all my question on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Applicants Name) Bye for now”

**Your Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_**