

Hiring — Reference Check Script (Phone)

A simple reference check that reduces risk and confirms reliability.

Always ask permission from the candidate first. Take notes as you go.

Opening

“Hi [Referee name], it’s [Your name] from [Business]. [Candidate] has applied for a role with us and has listed you as a referee. Do you have 5–7 minutes for a quick reference check?”

Core questions (ask 6–8)

- What was their role and how long did they work with you?
- How would you rate their reliability and attendance? Any patterns?
- What are their strengths?
- What areas would you suggest they improve?
- How did they handle pressure or busy periods?
- How was their attitude with teammates and customers?
- Did they need much supervision, or could they work independently?
- Would you rehire them if you had the chance? (Why/why not?)

Close

“Is there anything else you think we should know before making a decision?”

“Thanks — appreciate your time.”

Reference notes template

Candidate	Referee	Relationship	Key strengths	Concerns / red flags	Rehire? (Y/N)