

10-Minute Phone Screen Script

Quickly filter candidates before you spend time interviewing.

Phone screen flow (10 minutes)

1. Confirm basics (role, location, hours, pay range).
2. Motivation: why leaving / what they want next.
3. Experience: 2–3 questions on relevant work.
4. Reliability: attendance, punctuality, attitude to overtime/peak times.
5. Communication: how they handle customers / team.
6. Availability: start date, notice period.
7. Red flags / questions from them.
8. Next step: interview date/time and what to bring.

Script + questions (tick and note)

Question	Notes	Green/Amber/Red
Why are you looking to move roles?		
What type of work are you strongest at?		
Tell me about a time you fixed a problem on the job.		
How do you handle pressure / tight deadlines?		
Any recent attendance or performance issues we should know about?		
Notice period / start date?		

Common red flags (not always disqualifying, but investigate)

- Blames everyone else for past issues.
- Vague or inconsistent answers.
- Job-hopping with no clear reason.
- Dismissive about customers, safety, or quality.
- Unwilling to be reference checked.