

Reference Check Questions

The following list of questions are meant to supplement current reference check questions that interviewers typically ask such as, employment dates, reason for termination, job responsibilities/skills, and quality of work. The questions are designed to uncover patterns of behavior regarding the applicant's customer service orientation.

- What did the applicant seem to find most enjoyable about the job?
- What did the applicant seem to find least enjoyable about the job?
- What words or phrases would you use to describe the applicant's ability to interact with customers? Explain.
- Describe how the applicant handled challenging customer situations.
- What did customers say about the applicant?
- What did you find motivated the applicant to her best performance?
- What did you find to be the applicant's de-motivators?
- What should I know about the best way(s) to supervise the applicant?
- What words or phrases would you use to describe the applicant's interaction with other employees?
- Tell me about a time in which you had to coach the applicant. What was the impact on her performance?
- Would you recommend that I hire this person for the job that I've described to you?

Note: Some questions must be adjusted for those applicants in a support role, with little or no end-customer contact.