



HUMAN RESOURCES
JAMES MADISON UNIVERSITY.

The Reference Check Form below may be used as a guide and can be modified to meet your particular needs. Please note that you do not need to ask all questions listed and some questions may not be relevant to your vacant position. Below are guidelines you should follow, when conducting telephone reference checks:

- Give candidates advance notice that you will be contacting their references.
- Introduce yourself and the purpose for your call to the reference.
- Confirm that it is a good time for the reference to speak with you.
- Briefly describe the position for which the candidate has applied.
- Confirm the relationship between the reference and the candidate.
- Be consistent! Be sure to ask each reference the same questions.



A&P Faculty and Staff Reference Check Form

Candidate's Name:	
Candidate's Title:	
Reference's Name:	
Reference's Title:	
Reference's Phone Number:	
Organization / Company:	
Relationship with Candidate:	
Candidate Employment Dates:	
Beginning and Ending Salary:	
Name of JMU employee completing reference check:	
Date Reference Check Completed:	

1. Please describe the job duties the candidate performed for you.
2. What were the candidate's job related strengths?
3. What were the candidate's job related weaknesses?
4. Please describe the candidate's work ethic as it relates to trustworthiness, dependability and initiative.
5. How would you describe the candidate's customer service skills and relationships with his/her customers?

6. How would you describe the candidate's interpersonal skills?
7. How would you describe the candidate's time management and organizational skills?
8. Please describe the candidate's attendance and punctuality while at work.
9. Please describe the candidate's communication skills, both orally and in writing.
10. Please describe the candidate's adaptability to change.
11. What training did the candidate complete during his/her employment with your company?
12. How did the candidate handle difficult customers?
13. In stressful situations, how did the candidate react?
14. Why did the candidate leave your company?
15. Would you rehire this candidate? **YES** or **NO**

a. If no, please explain.

16. Is there anything else related to the candidate's job performance that you would like to share?