



# REFERENCE INTERVIEWS

Reference Interviews are a valuable tool for screening candidates; however, conducting reference interviews can be very time consuming for Hiring Managers. As a third-party service provider, BackCheck will deliver high quality, detailed reports that enable your Hiring Managers and Recruiters to focus on other important job functions.

## Features and Benefits of BackCheck's Reference Interviews:

- **We offer standard, industry specific and customizable templates** – we will elicit the detailed, verbatim responses you need to make an informed hiring decision.
- **We never miss a call, and always follow up** – with over 400 professionals working on three continents we are open during extended business hours, ensuring interviews are completed with industry best turnaround times.
- **Real-time, online delivery of results** – you can track and view the progress of each interview, and you are updated as results become available.
- **We've never met your candidate, so we don't have an interviewer bias** – our only focus is getting you the information you need.

We've conducted over **2 million** Reference Interviews.

See reverse for samples of what we catch everyday.

### **BASIC -**

*(8 areas of inquiry)*

Designed for entry level or temporary positions, a *Basic Reference Interview* covers the main aspects of your candidate's performance including overall work performance, attendance and reliability.

### **STANDARD -**

*(11 areas of inquiry)*

A more in depth look into a candidate's past performance, a *Standard Reference Interview* extracts more detail including a review of your candidate's accountability, honesty and interpersonal skills.

### **INVESTIGATIVE -**

*(20 areas of inquiry)*

Intended for higher-level positions, an *Investigative Reference Interview* offers rich detail covering all aspects of your candidate's work performance, including response to feedback, communication skills and response to training.



**Know Who You're Hiring!**

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## HERE ARE SOME EXAMPLES OF WHAT OUR REFERENCE INTERVIEWS UNCOVER:

### Childish Behavior

"One former supervisor informed BackCheck that the applicant brought her small child to work to do her manual labor for her (during graveyard shifts). This applicant also begged the supervisor for a \$300 advance on her paycheck, and was granted this request. *She waited six months before stealing from the cash register to pay him back.* Instead of quitting in a professional manner, she threw her dirty uniform at the back door to let everyone know that she was 'hitting the road'."

### Fabricated References:

"BackCheck contacted a reference whom the applicant claimed was a current supervisor. The reference confirmed that the applicant was currently working for him, and proceeded to provide a glowing reference. The HR Interviewer became suspicious, as the reference sounded very unprofessional. She decided to investigate, and contacted the company that both the reference and the applicant claimed to be employed through. *She was informed that while the reference had previously been employed with them, he no longer was, and they did not have an employment record for the applicant.*"

**34%** of Reference Interviews are red flagged for negative or inaccurate information.

### Violent Tendencies

"He was one of those people who didn't work and just wanted a paycheck. *I am very surprised he used me as a reference, as I had to call the police on him for threatening me.* The last words I spoke to him were through the police. He left a lot of threatening messages saying that I shouldn't be allowed to walk the streets and I should be gagged and beaten."

**BackCheck**<sup>TM</sup>

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