

## REFERENCE CHECK SCRIPT #2

**Introduction:** *“Hello (Name), it’s (Name) with (Company) and I believe (name of candidate) told you I would be calling, as we are currently helping her with the confidential job search they are conducting, and she indicated you would be able to help us with a confidential reference check on their behalf.”*

**Body:** *“(Name), I’ll share with you the primary purpose of my call today – we need to know how to competitively sell (name of candidate) to our clients. As such, I’d like to ask you just a couple of questions that are outside of the standard reference check questions you are used to; our intent is to gather some insights that will allow us to best represent our candidates to our clients.*

*What I’d like to ask you is this – while you worked with (candidate), what did she do to make a bottom line difference, or how did she pay for herself? In other words, what did (candidate) specifically do to make money, save money, or change a process to impact the bottom line?”*

**Pause and remain quiet while they process your question; if you need to restate:**

*“Here’s the situation – everyone we place with our clients, no matter what role they are in, is hired to do one or several of three basic tasks – make the company money, save the company money, or change and improve a process. While (candidate) worked with you, is there anything that she did that stands out as to her contribution in any of those three areas?”*

**If they simply cannot answer this question, then follow up with:**

*“Can you share with me the two or three most significant accomplishments (candidate) made while you worked together?”*

**As a short follow up, close with this question:**

*“Let me ask you this, as I’m sure it would be important for you to know if I was presenting a candidate to you. What is the number one reason one of our clients will get excited about (candidate) and want to hire her over the other candidates we will present that will have a similar background?”*

**Close:** *“For today, and our initial reference check, this is all we need. However, like I stated earlier, this is a preliminary reference check, and once (candidate) moves further along in the interviewing process, I (or possibly even one of my clients) may want to call you back. Are you open to that, should it be necessary? I’ve found that email is the easiest way to handle follow-up reference check questions, as it allows you to respond when it is best for your day, after giving it some careful consideration. Would your personal email be best, or work email?”*

*Thanks so much – I’ll also send you a quick email of thanks and an introduction. Since you and I have not had the opportunity to work together in the past, I’d like to get a better understanding of where you are at personally as well as where your firm is headed professionally. However, I need to prioritize this current search at the moment, and can reach back out to you in the coming weeks. Of course, if you have an immediate need or I can help someone you know, don’t hesitate to respond to my email. Referrals are how we have built our business, and we would love the opportunity to earn yours.”*