MANAGER’S GUIDE TO REFERENCE CHECKS

As part of the employment process, Northeastern University requires verification of a candidate’s education credentials and employment history. The University also requires that you complete at least two professional work references. Checking references is an essential part of the hiring process because it serves to confirm a candidate’s background and experience as well as their potential success in a new working environment. Since past performance is often the best predictor of future performance, the best way to verify an applicant’s background and job suitability is to conduct a thorough reference check.

The most effective means for gathering reference information is the telephone. Telephone reference checks make it possible for you to listen to the tone of the reference and to encourage the reference to talk. It also allows you to get clarification about a comment or observation as well as ask follow-up questions.

The Guide to Reference Checking is intended to help hiring managers with this part of the hiring process and to make it an easy and useful undertaking.

Included in the Guide are:

- Manager’s guide to reference checks
- Frequently asked questions;
- Sample reference checking questions;
- Reference check release form; and
- Form to use to record reference information.

If you would like future assistance or have any questions, please contact your HR Consultant or the Training & Development Manager at ext. 2230.