



Reference Interviews

The best indicator of how a candidate will perform in the future is how they have performed in the past. BackCheck's Reference Interviews add invaluable depth to background screening reports by delivering verbatim detail regarding your candidates' workplace performance, as described by the candidate's former supervisor or manager.

Our rigorously trained interviewers are experts at eliciting thorough responses from referees, taking a conversational approach throughout the interview and following-up on responses with probing questions designed to retrieve the most accurate and detailed information.

BackCheck offers 4 levels of Reference Interview:

- **Basic (8 areas of enquiry)** – 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 enquiry)** – 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 enquiry)** – 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.
- **Executive (25 areas of enquiry)** – BackCheck's most extensive offering, an *Executive Reference Interview* covers all aspects relevant to any senior management position, providing a thorough evaluation of a candidate's skills, personality traits, experience and competence.

Benefits of BackCheck's Reference Interviews

- Templates are adaptable. Add or delete questions for a small fee depending on job requirements.
- Acting as a third party, we objectively conduct references and eliminate potential for hiring manager bias.
- Typical turnaround time of 2 to 3 business days.
- Our dedicated team of HR professionals is available to conduct interviews during extended business hours, and answer any inquiries regarding reports and procedures.
- Real-time results and final reports undergo a rigorous, standardised quality assurance process.



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Phone: **0800 072 7048** | Email: **info@backcheck.co.uk** | Web: **www.backcheck.co.uk**