TelePhone Screen

template

The phone screen is your opportunity to get a feel for the candidate’s soft skills and relevant experience. By asking the right questions during the initial phone screen, you can quickly determine whether or not the applicant is worth considering further.

# Applicant information

|  |  |
| --- | --- |
| Applicant Name: |  |
| Date: |  |
| Job Title: |  |

# Questions

|  |  |
| --- | --- |
| Develop a question that will assess the experience of the candidate specific to your needs. Example: Tell me about your experience with an inventory of over half a million parts. | Response: |
| Learn about past company and job: What size was the organization where you last worked? |  |
| What were the organization’s primary products, services or markets? |  |
| If the person had reporting staff, how many people reported to you directly – what where their titles? |  |
| Determine the applicants degree of success. How did your most recent position support the accomplishments of the mission of your organization? |  |
| In your previous position, what do you consider to be your greatest accomplishment(s)? |  |
| What were you most significant learning opportunities? |  |
| How would your supervisor and co-workers describe your work? |  |
| What is your reason for leaving your current position? |  |
| Would need to change at your current position for you to continue to work there? |  |
| Determine the applicant’s work environment and cultural needs. Describe your preferred work environment. |  |
| Describe the management style you exhibit and prefer. |  |
| What must exist in your workplace for you to be motivated and happy? |  |

# Closing

|  |  |
| --- | --- |
| If the candidate's responses to these questions satisfy the phone interviewer, proceed with the interview. If not, tell the candidate that you have other candidates who appear to have credentials and experience that more closely match the expectations of the position. End the phone interview with a thank you for taking the time to apply. |  |

# Rating

|  |  |
| --- | --- |
| Overall  5-excellent, 4-great, 3-good, 2-fair, 1-poor |  |
| Interpersonal skills: Do they match to the needs of the positions? |  |
| Does the candidate have the experience/ needed for the job? |  |
| Does the candidate’s manager and work environment needs match with the position? |  |
| Areas of improvement: |  |
| Areas of strength: |  |
| Next Steps:  Forward, on the fence, no |  |
|  |  |
|  |  |

**Tips:**

* **Listen to how they express themselves. Are they clear, engaged, articulate?**
* **Does the candidate sound interested? Listen for clues in their speech, such as interjections (like Mm-hmm, or Uh-huh) or questions that show they are actively listening.**
* **Look for clues in the candidate’s responses that they are a good cultural fit. If the office is formal, doe they respond in a similar manner, or if the office is laid back do they seem easy going?**

**Resource:**

**Sample Questions for an Effective Phone Interview**

[**https://www.thebalance.com/phone-screen-best-practices-sample-questions-1916800**](https://www.thebalance.com/phone-screen-best-practices-sample-questions-1916800)

**Ultimate hiring toolkit**