



Hospitality Recruitment Solutions

Reference checking

As with many areas of our business it is always good to make time to review how we do things and challenge ourselves to see if we could improve on our processes.

Are we missing key points in our reference checks? Are we following best practices with regards to our legal requirements?

The important thing to remember is that every role is different and it is good to highlight this with a different focus of questions during each check. As best practice you would have separate questions for a food and beverage attendant and a food and beverage manager due to there being some key differences in competency, experience and responsibilities between the two roles.

The key to a good reference check is to probe for information that the referee may not normally extend to you unless asked. Look through the candidates CV, your notes and the position description for the role to source the key responsibilities the candidate had or may require and question the referee on the candidates performance on these points.

When you are looking at a potential employees references it is important to ensure that you request to speak to the referees that would be most relevant to the role that they are being considered for. Discuss the referees with the candidate as in some cases their current workplace may not be aware that they are looking at new roles.

We often allow ourselves to focus on the performance of a candidate, their ability to fit into or manage a team, attendance etc. However in some cases there may be other areas that need to be addressed, how do you ensure you get good coverage across all areas?

A simple scenario of an employee that was a super star with regards to performance and fitted into the team like a glove. However this same employee was utilising the companies preferred supplier agreements to purchase and on sell goods to their surrounding restaurants.

Would your current reference check process cover situations such as this? How would you go about probing for this information? If by chance you source such information via a reference check are you legally covered with regards to discussing this information with the candidate?

Here at HRS we are consistently reviewing our practices to ensure that we are in line with legal requirements when it comes to recruitment and HR related matters, if you would like some assistance with regards to reviewing your practices please feel free to contact our HR specialist Kim Chesswas on kim@hospitalityrecruitmentsolutions.com.au