

References Guide

Follow these steps to know how to find good references

CHOOSING YOUR REFERENCES

- When applying for work, it is critical to have good references. Your references will be called upon to back up the skills and qualities advertised through your job search tools (resume, cover letter, social media, etc.) What they say about you has the power to determine whether you get the job or not
- Your references should be able to support any claims of your qualifications, accomplishments and character
- Choose people who will be able to talk about the qualities you've demonstrated in previous settings that will relate to what you're applying for

REFERENCES CAN BE:

(in order of importance)

- Current manager or supervisor from jobs or internships
- Former manager or supervisor from jobs or internships
- Supervisor from a volunteer position
- Professors or Advisors
- Key coworkers
- Personal references



NO PROFESSIONAL REFERENCES?

- If you have no work experience to get a reference from, there are alternative ways to obtain a reference such as:
 - Volunteer: most volunteer positions will provide references after volunteering a certain number of hours
 - School: a class professor or advisor may agree to being a reference, but only if they know the student well and can speak to their work performance. Be aware that professors often have many students and may not provide a good references unless you have a strong relationship with them.

GET IN TOUCH

- Once you have made a list of potential references, you must contact them to ask if they're willing to serve as a reference.
- LinkedIn can be a great way to request a reference but through email, call, text or in person are the best ways.
- If your prospective reference is uncertain or hesitant in a way, do not try to persuade them. You want a reference to be able to speak about you with enthusiasm and familiarly. Weak or dull references may reflect negatively upon you to potential employers.

For more support, book an appointment with Career & Experiential Learning at tru.ca/cel

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MAKE IT EASY

- Most employers will only call your references after you get an interview. This allows you a good idea of who will be contacting your references and when they will be.
- Ensure to reach out to your references and say "I am actively looking for jobs, you may get a call."
- Make it easy for your reference by prepping them with:
 - The position and the company
 - The responsibilities of the positions (you can even send them the job postings)
 - The skills, attributions and experience that are most important for the employer

EMPLOYER QUESTIONS

Your reference may be asked questions such as these and it's your job to ensure they know you well enough to answer them sufficiently.

- How do you know this person/ what is your relationship to this person?
- Verify candidate's date of employment, title and role?
- What was your experience working with this person?
- What was their reason for leaving? Would you rehire this person?
- What kind of duties and responsibilities were assigned to this candidate? Did they complete them satisfactorily? Did they go above and beyond what was required without being asked?
- What were the candidate's strengths/weaknesses?
- Were there any issues with tardiness or absenteeism?
- Did the employee get along with their peers? With managers? With customers?
- Is there anything else I should know about this candidate?
- Is there anything I should take into consideration before I hire this candidate?

FOLLOW UP/ KEEP IN TOUCH

- After you think a reference has been contacted, thank them and let them know whether you got the job. References may put in a great deal of work for you and it can be disheartening if they don't know what came of it. Even if you do not get the job, thank them and let them know you're continuing your search.
- Being a reference is rarely a one-time job. You may regularly look for work throughout your career so nurture your relationships with your references.
- Keep in touch and let them know when you're looking for work and what jobs you've taken.

WHERE TO LIST YOUR REFERENCES

- List your references on a separate sheet and not at the bottom of your resume. Employers will most likely ask for this information during the interview. Ensure your header with contact info is the same as your resume or cover letter.

Name	Sophie Collins
Job title	Marketing Manager
Company	Kamloops Tree Services
Phone number	250-555-5555
Email	scollins@KTS.com

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