



## Reference Check Guide

Reference checks are the single most important part of the vetting process. This is the means in which you can determine the professionalism and qualification of the cleaning candidate. I have heard of many business owners doing test cleans at their home or a friend's home. In some states, this may be considered violating an independent contractor's common law practices. With the proper reference check process, a test clean is not necessary in order to understand the level of qualification and professionalism a cleaner has. However, sometimes references can be unclear about their answers. You should probe for further explanations by asking "Can you explain that a little more" or "Can you give me an example." This is especially true when it comes to difficult questions that require the reference to potentially say something negative about the candidate.

Reference checks can be a timely task, especially when it requires them to call you back. Call references up to 3 times over the course of 3 days. If they do not respond, ask your candidate for a replacement reference. This process should not take longer than 5-7 days to complete, ideally within 2-3 days. The longer a candidate waits, the more likely they will be seeking other work opportunities and you can end up losing a great candidate by taking too long to complete their recruiting process.

If you have a staff member or virtual assistant (VA) complete this task, be sure to set the same above mentioned parameters to ensure they are not prolonging the process.

## Personal reference check

Name of cleaner: \_\_\_\_\_

Date: \_\_\_\_\_

Before we get started, I just want to point out that all of the questions and answers today are confidential.

	Name:	Name:	Name:
How long have you known them for? Are you friends, or what is your relation to them?			
On a scale of 1-5, 5 being that you can always count on them, what would you rate them?			
What would you say are their personal strengths? What area would you say they could use improvement personally?			
What can you tell me about their reason for changing jobs in the past? How long have they kept a job for?			
On a scale of 1-5, 5 being excellent, how would you rate their communication skills?			
What can you tell me about his/her ability to get along with others?			
In regards to housecleaning, what traits do you feel they have that make them a good housecleaner?			
What else would you like to share about him/her?			



# Professional Reference Screening

Name of cleaner: \_\_\_\_\_

Date: \_\_\_\_\_

Before we get started, I just want to point out that all of the questions and answers today are confidential.

	Name:	Name:	Name:
How long have they been cleaning for you? (If no longer cleaning: Why did they discontinue cleaning your home?)			
How did you meet, to acquire them as a cleaner for your home?			
On a scale of 1-5, 5 being very reliable, rate how reliable they are			
If you had to describe their cleaning quality to another potential client, what would you say?			
During the course of their cleaning for you, how many times did they need to reschedule your cleaning?			
How much notice did you get, and how did they communicate this to you?			
If you had to name one area of improvement for the cleaner, what would it be?			
What part of their cleaning quality would you say makes them stand out?			
Are they able to complete all of your cleaning needs in a timely fashion?			
How responsible and trustworthy would you say they are? Explain why.			
If a friend or family member of yours was looking for a housecleaner, would you refer them?			



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