

The Telephone Screening Checklist

- ___ 1) Do you have a clear understanding of the position for which you are conducting the telephone interview?
- ___ 2) Have you coached the front-line staff on handling telephone inquiries?
- ___ 3) Have you developed an online system for accepting applications?
- ___ 4) Have you developed a set of questions for the telephone screening interview?
- ___ 5) Have you developed an evaluation rubric for screening applicants?
- ___ 6) Have you reserve a block of time for screening applicants without interruption?
- ___ 7) Have you prepared the information that you will share about the organization/position?
- ___ 8) Are you prepared for common questions applicants may ask?
- ___ 9) Have you made arrangements with a phone service?
- ___ 10) Do you have each applicant's resume and other documents available to use in the interviews?

Adapted from *Smart Hiring: The Complete Guide to Finding and Hiring the Best Employees*, 3rd edition by Robert W. Wendover, Published by Sourcebooks, Inc. 2002.