HOW TO CONDUCT A PHONE SCREENING

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Part of the Recruiting and Hiring set of procedures

This procedure is for screening potential new hire candidates over the phone, before setting up an in person interview. This should be completed after following the “[How to Review an Application](https://toppershq.sharepoint.com/_layouts/15/WopiFrame.aspx?sourcedoc=%7B56CD0D66-6B05-4995-8C28-5E30C9840AD2%7D&file=How%20to%20Review%20an%20Application.docx&action=default)” procedure.

* **Step 1**: Call the potential candidate.
* **Step 2**: Ask some questions to verify they still are seeking employment, and to get an initial read on if you think they’re a good candidate to interview. Sample questions:
  + Are you still interested in working for Toppers Pizza?
    - If no, move application to the no hire folder.
  + Why do you want to work at Toppers Pizza?
    - If the answer does not fit what you are looking for, move the application to the no hire folder.
  + What kind of position are you looking for?
    - If this does not fit what you are looking for move the application to the no hire folder.
  + When are you hoping to start?
    - If this does not fit what you are looking for move the application to the no hire folder.
  + Do you have any food-service experience? What did you like about it?
* **Step 3:** If the call goes well and you are still interested in the applicant, move forward by scheduling an in person interview.
  + Refer to the “[How to Set Up an Interview](https://toppershq.sharepoint.com/_layouts/15/WopiFrame.aspx?sourcedoc=%7B4BBCC400-B95B-4D14-9CF0-3FCEC117D9AF%7D&file=How%20to%20Set%20Up%20an%20Interview.docx&action=default)” procedure

**\*NOTE:** These guidelines are only suggestions and by no means a requirement to screen applicants. All applicants should be looked at on a case by case basis and final decisions are to be made at the discretion of Managers, Supervisors, and Franchisees.