

## WNYEC Best Practice / Differentiator Template

<b>Candidate Persona</b> (area)	<b>References</b> (subject)
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### RESUME REFERENCES CAN MAKE OR BREAK YOUR CAREER JOB SEARCH!!!

A <b>resume reference</b> is someone who can verify your credentials and all or part of the information you have written in your resume.	
<b>References - Do's...</b>	<b>Best Practice Details / Description / Explanation</b>
<b>Ask permission</b> to use references!	Duh! It's also beneficial to let them know the types of positions you will be applying for and what skills are needed in those positions. Ask them to discuss what they believe to be your best talents, traits or skills. You may also want to provide them a copy of your resume.
<b>Verify</b> what references will say about you!	Hello! Ask what they will say about your professional conduct, personal character, work experience (job titles, responsibilities, employment dates), communication skills, strengths & weaknesses, management / leadership skills, attitude (attendance, punctuality, dependability).
Employers typically request 3 professional and 3 personal references:	<b>Professional:</b> include reference's name, job title, company, address, phone number(s) and e-mail address. <b>NOTE:</b> Employers will be interested in feedback about you from someone in a related field or who was in a position of responsibility that can judge your work experience, professionalism and reliability. <b>Personal:</b> include reference's name, job title, address and phone number. <b>NOTE:</b> If the reference is a co-worker it can be beneficial to point this out.
Reference sheet <b>design</b>	When creating your reference sheet, use design elements like those used to create your resume. EXAMPLE: If you centered your name, address, and phone number at the top of your resume with a graphic line underneath that block of information, use the same layout & design for your reference sheet.
Make sure reference information is <b>correct</b>	Things change; people change jobs, change companies, change phone numbers, change email addresses, change girlfriends. It's <b>your</b> job to maintain and update the reference contact list you provide potential employers.
Keep resume references <b>current</b>	Update your list at least once every four-to-six weeks. At the very least, you will establish contact with your business and professional associates. If your references are not current, when an employer begins checking, your outdated list will hurt you if your contacts are no longer at the position listed.
<b>Advise</b> a reference about an important opportunity	If a particular position is very important to you, call the reference and give them details about what the company may be looking for.
"References available upon request"	Is OK to be added to your resume
Use a reference-checking service	Check to insure that the service has the professional and legal personnel that can develop a strategic use of your references. Typical fees range from \$59 to \$99 per reference checked. (Good luck with this one!)
<b>References - Don'ts...</b>	<b>Best Practice Details / Description / Explanation</b>
Don't supply references on your resume	Create a separate sheet that lists your references.
Don't assume what references will say	No need to worry about this one, you know everyone that's contacted to talk about you and what you've accomplished in the workplace can only create a Cum-By-Ah moment!!!
Don't think that your references won't be...	contacted... <b>you will be investigated!</b>
Don't rely on letters of recommendation	Information such as titles, and even names can change over time; make sure the info on your letter of recommendation is correct.