

REFERENCE CHECK FORM

背景调查表

A minimum of 2 detailed reference checks are completed for all new hires prior to job offer and reports are maintained on personnel files.

在正式聘用任何新员工前应对其进行至少 2 次背景调查，并将报告存于该员工个人档案中。

Introduction 介绍

Introduce yourself by name, position, hotel and ask the referee if it's a convenient time to conduct a reference check. (Eg: Personal introduction then, *A candidate, X, has provided me your name to conduct a confidential reference check. Would you mind taking a few moments to answer some questions?*)

介绍自己的姓名、职位、酒店名称，并且询问对方现在是否方便进行背景调查。（例如：首先自我介绍，然后说明是由候选人×××提供有关您的信息，可向您了解候选人的背景信息。您是否可以抽出时间来回答一些问题？）

Verification 核实

Clarify the reporting relationship (if referee was not in a direct reporting capacity, do not proceed with the reference check). Verify the candidate's position, specific responsibilities and employment dates.

核实工作汇报关系（如提供背景调查信息者非候选人直接汇报工作的对象，则不继续进行背景调查）。核实候选人职位、具体职责、雇佣日期。

Strengths – Character 强项——性格

Ask open questions about the candidate's personal character, honesty and reputation, attendance and tardiness record at work. (Could you comment on the candidate's general character? How would you rate their attendance record?)

询问一些关于候选人的性格、诚信和声誉、上班出勤和迟到记录等情况的开放式问题。（您能否评价一下候选人的整体性格？您如何评价他们的考勤记录？）

Strengths – General 强项——总体

Ascertain their most apparent strengths. (Could you comment on the candidates notable strengths?)

确定他们最明显的优势。（您能否评价一下该候选人的显著优势）

Development areas 发展领域

Ask open questions about the person's development areas. (Were there any areas whilst performing that job where you felt they did not have particular strengths or where they struggled?)

用开放式问题询问个人发展领域情况。（当开展工作时，哪些方面是候选者没有优势的或者是需要加强的？）

Probe as to whether they managed to overcome those areas. (In your recollection, were they given opportunity to develop or strengthen that area? (through counselling or training opportunities, etc) Do you feel they succeeded? If not, why not?)

深入了解候选人是否有设法克服这些方面。（在你的记忆里，他们是否有被给予机会发展或加强那些方面呢？（通过咨询或培训的机会，等等）你觉得他们成功了吗？如果没有，是什么原因造成的？）

Competency Ratings applicable to IHG Position 适用于洲际酒店集团职位的能力评估

Consider their performance against the key components of the job and seek feedback, probing as required. (How would you rate the candidate's performance in that job as it related to their:

参照工作中所需的要素，并了解候选人的表现，得到反馈信息。（您如何评价候选人在工作中以下方面的表现）

- Technical competence; Management Skills; Customer Service Skills
- 技术能力；管理技巧；客户服务技巧
- Add any other key competencies you want to investigate
- 添加任何其他你想要调查的关键技能

Winning Ways Ratings applicable to IHG Position 适用于洲际酒店集团职位的致胜之道评估

Consider their behaviour against IHG Winning Ways that is required, probing as required. (How would you rate the candidate's behaviour in that job as it related to

参照 IHG 的致胜之道的行为准则，深入了解候选人的行为表现。（您如何评价候选人在工作中以下方面的表现）

Do the right thing, Show we care, Aim Higher, Celebrate difference, Work better together

做对的事、体现关爱、追求卓越、求同存异、协作共赢

Reason for leaving 离职原因

Establish the main reason for termination or resignation. (Can you recall the main reason for the candidate leaving? If you had a choice, would you rehire the candidate? Why / Why not?)

确认终止合同或辞职的主要原因。（您能回忆一下候选者离职的主要原因吗？如果再给您一次机会，您愿意再次聘用候选者吗？为什么愿意/为什么不愿意）

Close 结尾

Thank the referee for their time and comments, adding something along the lines of: InterContinental Hotels Group follow a thorough screening process and this reference check has been just one of many considerations.

感谢背景调查协助者给予的时间和评述，加上这句：洲际酒店集团对候选人遵循一个全面的筛选过程，而此次背景调查只是诸多考虑因素中的一项。

Write Up Notes (Pro-forma Attached) 记录（随附表格）

Briefly write up the reference check, sign and date it and attach it to your interview notes.

简洁地填写背景调查记录，签字并标注日期，将其附在你的面试记录后。

REFERENCE CHECK – WRITE UP NOTES

背景调查——记录

Name of Candidate:

候选人姓名:

吴婉婷

Name of Referee:

被询问者姓名:

李玲理

Relationship of Referee to Candidate:

被询问者与候选人关系:

同事

Clarification of Position/Responsibilities/Employment Dates/Remuneration:

职位/职责/雇佣日期/薪酬说明:

Employment History 受雇历史

Title 职务

茶饮师

Hotel 酒店

冰雪冰城

Period 期间

2025.5 - 2025.6

Referees comments on Candidate's:

向对方了解候选人的以下信息:

- General character 总体性格:
- Honesty 诚信:
- Reputation 声誉:
- Attendance Record 出勤记录:
- Timekeeping/Punctuality 时间记录/守时:

Referees comments on Candidate's most notable strengths:

向对方了解候选人最显著的强项:

- High technical skill 突出技能
- Willing to learn and accept new things 有意愿学习和接受新事物

Referees comments on Candidate's development/ training needs:

向对方了解候选人发展/培训需求方面的评价

- Leadership 领导力
- Skill 业务技能

Referees comments on Candidate's competencies:

向对方了解候选人能力方面的评价

- Technical Competencies 技术能力:
- Management Skills 管理技巧:
- Customer Service Aptitude 客户服务技巧:

Referees comments on Candidate's behaviour against IHG Winning Ways:

参照致胜之道，向对方了解候选人在这些行为方面的评价

- Do the right thing 做对的事:
- Show we care 体现关爱:
- Aim higher 追求卓越:
- Celebrate difference 求同存异:
- Work better together 协作共赢:

Reason for Leaving / Would your company re-employ him or her?

离职原因/是否愿意再次雇佣他/她?

Reference Check conducted by (and date):

进行背景调查人员姓名（日期）:

Other Comments:

其他评价: