

CHARACTER REFERENCE SCRIPT

Hello, may I speak with _____?

This is _____, I'm calling on behalf of (TRAINEE), he/she listed you as a character reference. Do you have a moment to answer a few quick questions?

Great! First off, in what capacity do you know _____?

Perfect, and how long would you say you've known _____?

Let me tell you about us: We're a financial firm in San Dimas and we are looking to put _____ in a leadership position where he'll/she'll be working with clientele. (You can mention part time if they are starting out part-time).

Knowing that and also knowing _____, how would you describe _____'s communication skills?

Being in the financial industry is going to require a high level of trust, integrity, and credibility. Do these values describe _____?

What are some qualities that _____ would bring to a leadership position?

If you owned your own business, is _____ someone you would hire yourself and trust to be in a leadership position?

_____ is going to be going through our licensing program to obtain his/her licenses as a financial professional. This is going to require him/her to take and pass courses and exams through the state of California. Do you believe that he/she has the discipline and work ethic to complete this process?

In addition to the licensing process, _____ is required to complete a minimum of 10 hours of training. We believe as a firm that 1-hour of hands on training is worth about 10 hours of sitting in a classroom. _____ listed you as someone who would be willing to help him/her out with 1 of his/her training appointments.

Is that something you might be willing to do for him/her?

["What would I have to do?" Answer – All we need you to do is come down to the office for about an hour and let _____ go through an actual appointment so he/she can learn how to interact with a client, answer questions, and explain financial concepts, basically things he/she is going to be doing independently in the near future.]

_____ mentioned that you are married(has a partner/spouse/fiancé, etc). Is that correct?

Perfect, _____ has to get their hours done with married couples and he/she was hoping you would be able to help them out with that as well.

["Can I come by myself without my spouse?" -- _____ only gets credit if both partners are on the appointment. The reason for this is typically husband and wife make financial decisions together and we don't want _____ to get in the habit of meeting with only one or the other.]

_____ 's goal is to get his/her hours done by the end of next week.

What works BETTER for you (& your spouse)? (ALWAYS GIVE 2 OPTIONS)

- Mornings or Evenings?
- Tuesday or Friday? *example
- 5 or 7? *example

Okay great! Let me give you the address!

1200 N. San Dimas Canyon Road.
San Dimas, CA 91773

Before I let you go, is there anything else you would like to add about _____?

THANK YOU so much for taking the time to help us out.

I know that _____ is excited to get this process completed.

We appreciate your time and look forward to meeting you shortly.

