

**Employer Service Division Central Office  
Script for  
Verifying Contacts in WorkInTexas.com**

**WS:** *Hello! I'm (representative's name) with Workforce Solutions. I'm calling about the \_\_\_\_\_ job you listed with us. Were you able to use any of the people we sent?*

- **The job is filled**

WS: Can you tell me who you hired?

(If WS candidate thank the emp. For the business and mark others not hired)

EMP - It wasn't anyone you sent

WS - Can I run a few names by you to find out if you interviewed our candidates? John Jones, Able Anderson, Betty Bourgeois, Candy Canton, etc. (mark the results and thank him for his business, and close the job)

- **I didn't see any of them.**

WS – I'm sorry. It looks like several candidates choose your job on the internet. **or** I'm sorry. We referred several people. Are you still looking?

EMP – Yes

WS – Would you like to spend a few minutes looking at the posting to see if we can change it in some way that will improve the response.

- **I talked to some people you sent but I didn't hire any of them.**

WS – Are you still looking?

EMP – Yes.

WS – How can we improve? What additional skills/experiences would you like to see?

WS – We sent 5 people. I have the names here. Will you let me know if you interviewed them and what you thought them? John Jones, Able Anderson, Betty Bourgeois, Candy Canton, etc. (mark the results and thank him for his business)

WS - Are you still looking?

EMP – No

WS – We sent 5 people can you tell me if you talked to them and whether they were acceptable candidates. John Jones, Able Anderson, Betty Bourgeois, Candy Canton, etc. ( mark the results and thank him for his business)

- **The job is filled but I didn't hire anyone from Workforce Solutions.**

WS – Can you tell me the name of the person you hired?

EMP – She didn't come from you.

WS – It helps us to do a better job if we know why you didn't hire our candidates. We sent John Jones, Able Anderson, Betty Bourgeois, Candy Canton, etc. ( notes the results by the names in the system)

- **I am still interviewing.**

WS - Do you want us to continue to refer candidates?

EMP- No I think I have enough.

WS – Can you tell me if you are considering any of the people we sent. I have the names here. John Jones, Able Anderson, Betty Bourgeois, Candy Canton, etc. ( notes the results by the names in the system and change the status of the job)

- **I decided not to hire anyone right now.**

WS – Thank you for thinking of us. Let us know if you decide to hire in the future. (mark candidates - not hired)

We are trying to get the name of the person the employer hired. They often don't know who sent a candidate. We also want to know what the employer thinks of our candidates. They can tell us how we can do it better. We want them to think we want to know.

Enter all information the employer gives you. If you ask about a person by name and the employer says that person did not interview mark that the person did not report to the interview. If you do not give the employer the name and she says , "I did not hire anyone" or "I did not see anyone" mark the person – not hired.