**Do's List**

**Call Process** - Follow the calling process, make sure to talk about the call recording verbiage “this call is being recorded for quality and training purposes” at the beginning of the call  - Daily reminder TLs

**Behavioural Questions** - Ask behavioural questions around must-haves and nice to have – TLs responsibility to ensure recruiter are following it

**Benefits & Payroll Info** - Follow the verbiage and make sure to double-check if it is clear to the candidate

**BGV and Drug Screening** - Follow the verbiage given by the training team

**Referrals & send LI invites** - Ask for referrals and ask them to get connected over LI

**Leo Update** - Update Leo for jobs assigned (job titles, job details, department, job category, bill rate, pay rate, must-haves, remove client name, check the remote option for positions which are 100% remote) submissions, interviews, offers, hires, dropouts, etc. All searches should be saved in Leo – Daily auditing, TLs are responsible

**Job Owner** – Recruiter must select themselves as the job owner while updating other details on the job page

**Candidate DND** - Candidate care team should be informed to put the candidate in the DND list with the proper reason – Coaching is required

**Candidate Profile** - Candidate profile in Leo should be updated with the correct name, contact info, and most updated resume

**Search all the avenues for candidates** - Job Portals (all), Internal Leo/Arya, Linkedin/Indeed, other avenues like Google (if needed)

**Candidate Notes (connect/submission)** - Connect and submission notes should be updated for all candidates. In cases of “rehired candidates”; their rehire eligibility should also be captured on the candidate page

**Google it** - Get in the habit of doing Google if things aren’t clear about certain skills or terminologies

**Resume formatting and summary** - All resumes should be properly formatted keeping the client-specific format in mind. The summary should be well-written considering must-haves and nice to have in the job – TLs are responsible

**Submission in VMS** - Double check everything before hitting SUBMIT button - TLs

**Interview Scheduling and Itinerary** - Complete and accurate details should be provided such as type of interview (phone, in-person or Skype), date & time of the interview, job title, location, pay rate, assignment duration, job description and HM name (if given) should be provided to the candidate. Make sure to talk about other opportunities and preferences (try to find more details). Let the candidate know they may get a call from CSA for interview prep - TLs

**Attention to detail** – Let’s not forget to cross-check everything before moving ahead.

**Don’ts**

**Don’t Discriminate** – Based on Age, Nationality, Disability, Pregnancy, Race & Color, and Religion.

**Salary/Pay rate history** - Don’t ask salary/pay rate history anywhere in states

**VISA Status** – Follow the verbiage provided at the time of training. Don’t ask directly about VISA status

**Don’t use the word “CONTRACT”** - Rather use the word “ASSIGNMENT”

**Don’t probe further** - if the candidate mention, “that I was convicted or I have some pending charges, will that be a problem”. Here, we can say,” we have a compliance evaluation process that includes many factors and once we have the full report available to us, we can make the final determination”

**Don’t provide wrong info –**Let the candidate know that we will get back with more info but don’t provide the wrong information and don’t make false promises

**Not a Fit/Not a Match** - Don’t tell this directly to the candidate

**Resume Fabrication** - Any resume tempering is not permissible and will be considered as an integrity issue. This is a misrepresentation of candidate experience and skill and if any change on the resume is done without candidate willingness or keeping them in the loop will be considered as falsification of profile. - TLs

**Multiple calls to the same candidate** - Recruiters are not supposed/ allowed to call the same candidate more than thrice in a day. There should be at least 2 hours’ time lag to make the next call and it’s mandatory to leave voice message every time. Recruiter can call again if the candidate's phone does not ring - TLs

**Un-professional communication with the candidate** - Recruiter should adhere to what is taught in training. They should not react to any unprofessional communication (call or email) and should bring it in the notice of their Team Lead. The recruiter should say this is an un-professional discussion so I will not discuss it further.