

# SMALL BUSINESS OWNER SURVIVAL TOOLKIT:

**YOUR GUIDE  
TO SAFER  
RECRUITMENT**

HURU



# THE HIDDEN COST OF A BAD HIRE

Hiring the wrong person isn't just inconvenient — it can be **risky**.

For small businesses, a bad hire can mean **financial loss, customer service issues, theft, safety risks, or even reputational harm.**

This kit is your risk-avoidance guide: a step-by-step breakdown of where problems creep in — and **how to stop them before they do.**





# WHERE TO LOOK FOR CANDIDATES



Employee Referrals



Local Community  
Groups



Industry-Specific Job  
Boards



Colleges & Training  
Institutions



Your Own Customers

# HOW TO CHECK REFERENCES WITH CONFIDENCE

1. Ask for at least 2 professional references from the last 3 years.
2. Always call, don't email.
3. Ask specific questions like:
  - a. Would you rehire them?
  - b. Any disciplinary issues?
  - c. How did they handle conflict?
4. Be cautious of vague references.



# BEST-PRACTICE SCREENING PROCEDURES



**Identity  
Verification(s)**



**Right to  
Work/Eligibility**



**Criminal Record  
Checks**

**HURU provides Criminal Record Checks (CRC) that are fast, affordable, and POPIA-compliant - available nationwide at over 500 Capture Locations!**

# INTERVIEW TIPS & TRICKS

## Warm-Up (5-10 Mins)

- Goal: Build comfort and establish tone
- Ask easy openers:
  - “Tell me a bit about yourself.”
  - “What made you apply to work here?”
- Watch for professionalism, enthusiasm, and communication skills.



## Deep-Dive (15–30 mins)

- Goal: Assess their skills, values, and reliability
- Focus on:
  - Experience: Ask for specific examples from past jobs.
  - Problem-solving: Use “what would you do if...” questions.
  - Ethics & trustworthiness: Ask about conflict, mistakes, or boundaries



## Wrap-Up & Expectations (5–10 mins)

- Clarify work hours, pay, responsibilities, and expectations.
- Ask:
  - “When can you start?”
  - “Do you have any questions about the role?”
- Confirm they’re aligned on culture and responsibilities.



## Practical Interviewing Tips

- Take notes during or immediately after — don’t rely on memory.
- Interview in pairs if possible (another manager or team member).
- Use a scorecard or rubric for each candidate to reduce bias.
- Ask the same core questions to every candidate for fairness.
- Don’t rush — a longer interview may save you months of trouble.



# INTERVIEW RED FLAGS

Red Flag	What It Might Mean
<b>Speaks negatively about all past employers</b>	Difficulty with authority or conflict
<b>Avoids specific questions</b>	May be hiding poor performance or behaviour
<b>Very vague on roles or tasks</b>	Experience may be exaggerated
<b>Doesn't ask questions</b>	Might not be serious, invested, or understand the role
<b>Over-eager for pay or perks only</b>	Misalignment with role goals - only focused on remuneration

# **POST-HIRE PROTECTION: CONTINUAL MONITORING**

**Periodic  
rescreening  
every 6-12  
months**

**Provide  
anonymous  
reporting  
channels**

**Exit  
interviews to  
collect  
insights**

**Regular  
training on  
workplace  
conduct and  
regulations**

**Implement  
and store  
performance  
& conduct  
logs**

**Hiring the right person is only the first step. A clean record today doesn't guarantee appropriate behavior tomorrow. That's why smart business owners treat risk management as an ongoing process.**



# FINAL CHECKLIST

Task	What To Do	When To Do It
<b>Diversify sourcing strategy</b>	Use multiple hiring channels: referrals, job boards, community groups, colleges	Before each hiring cycle
<b>Collect 2 references per candidate</b>	Phone interviews with previous employers or managers	During each hiring process
<b>Conduct a Criminal Record Check</b>	Run a verified background check for any candidate before final offer	Before job offer
<b>Use structured interview questions</b>	Prepare consistent behavioral and scenario-based questions	Before and during interviews
<b>Complete onboarding with policy sign-off</b>	Include employment contract, workplace policies, and screening acknowledgment	Day 1 of employment
<b>Set up re-screening reminders</b>	Schedule Criminal Record re-checks (esp. for high-risk roles)	Every 6-12 months
<b>Run anonymous reporting audits</b>	Check submission channels, encourage reporting	Quarterly
<b>Deliver policy refreshers or training</b>	Short sessions on ethics, safety, or customer protection	Every 6-12 months
<b>Review conduct and performance records</b>	Log and assess patterns in employee history	Monthly or during performance reviews
<b>Conduct exit interviews</b>	Document insights from departing staff to spot trends or risks	At every resignation

**HIRE WISELY.  
PROTECT CONFIDENTLY.  
GROW FEARLESSLY.**

**WHETHER  
YOU'RE  
MAKING YOUR  
FIRST HIRE OR  
YOUR FIFTIETH,  
WE'RE HERE TO  
HELP YOU  
MAKE IT THE  
RIGHT ONE!**

**HURU**

