

THINK SPECIALIST RECRUITMENT

CLIENT & CANDIDATE FEEDBACK SURVEY 2016

Executive Summary

Think Specialist Recruitment run a biannual survey, for completion by both our clients and candidates, to gain an understanding of their insight into Think Specialist Recruitment and how we are perceived in the market place. We aim to take the results from both these surveys to tailor our approach to recruitment and ensure that our service levels fit in with our customer requirements throughout 2016 and beyond, addressing all feedback both positive and negative.

Outlined below are the results from our surveys. We are very pleased with the results and will continue to strive towards ensuring that both our clients and candidates receive the best level of service possible.

Appendix

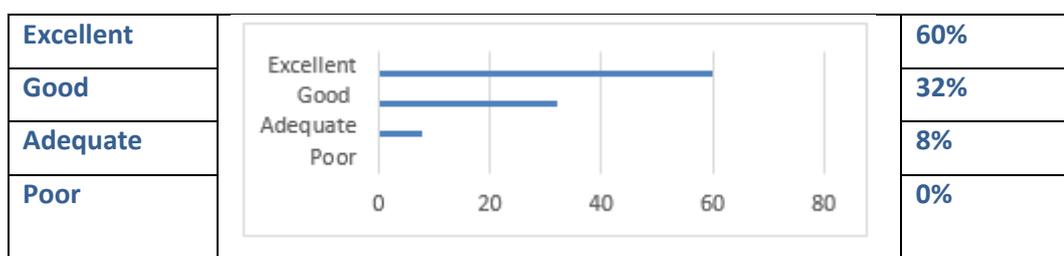
Client Satisfaction Survey questions and results – Pages 1 - 3

Candidate Satisfaction Survey questions and results – Pages 4 - 6

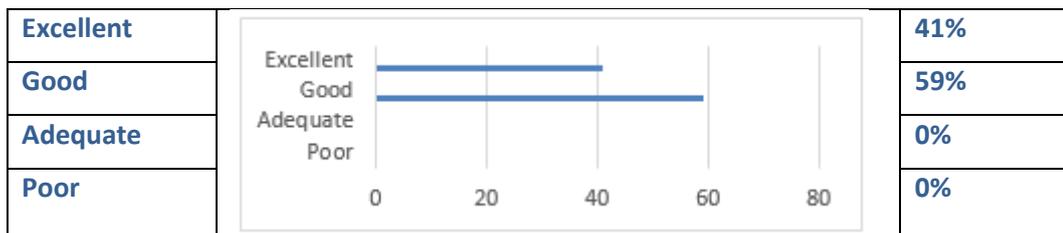
Client satisfaction questions and results

The main aim of our Client satisfaction questionnaire was to ensure that we were providing a high level of service to each and every one of our valued Clients. Alongside this we wanted to ensure that we had a solid understanding of Client requirements and behaviours throughout the recruitment process.

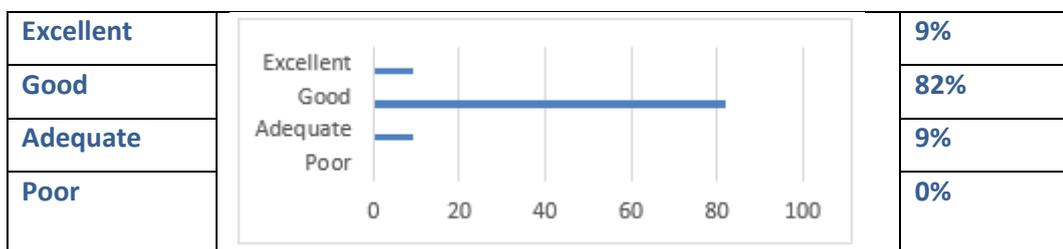
1. How would you rate our speed of response?



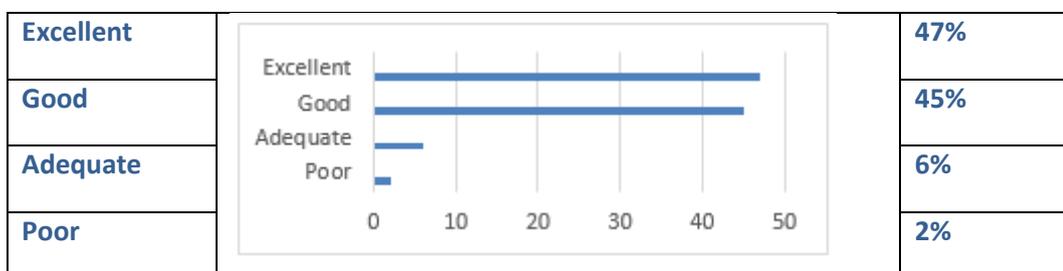
2. How would you rate the quality of CV's you received?



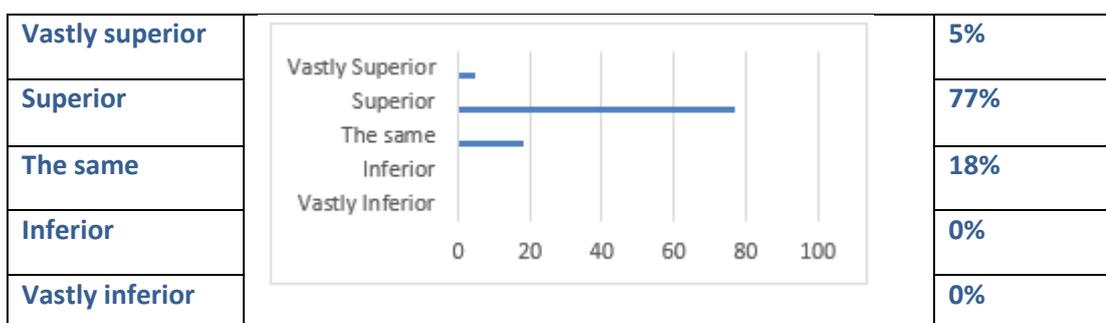
3. How would you rate the quality of candidates that attended interview?



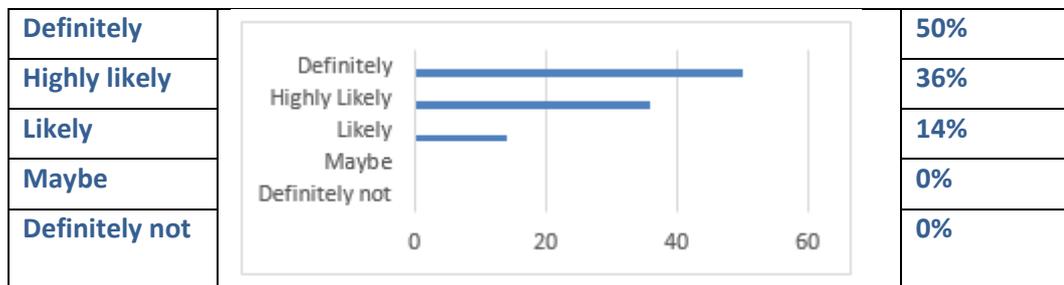
4. How would you rate how prepared and briefed the candidate appeared at interview?



5. How do we compare with other agencies you have used in the past?



6. How likely are you to continue to partner with and/or recommend Think Specialist Recruitment to friends or colleagues in the future?



7. Please confirm your overall view of Think Specialist Recruitment (both positive and negative), and write any areas that would improve the service you have received:

“Took the time to understand our company and the culture and was able to successfully match candidates.”

“Good service, good contact, found us our member of staff”

“Overall a very professional company who goes the extra mile in sourcing the correct calibre candidates for our business”

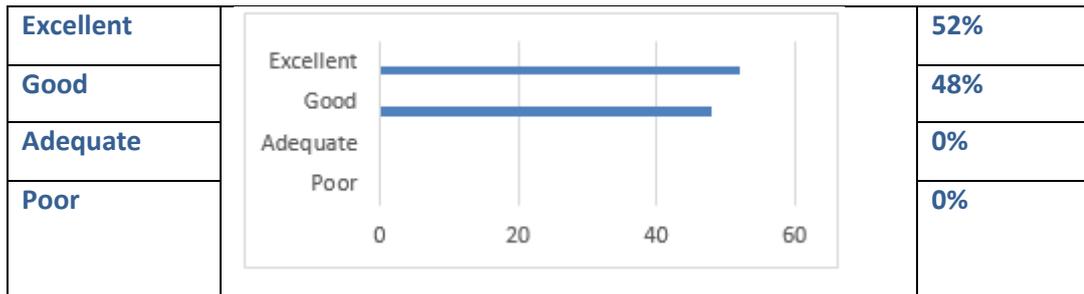
“A very professional company in which I would not hesitate to recommend to colleagues, internally & externally.”

“Quality agency - I know I will only get good CVs for appropriate candidates. All round customer service excellent too”

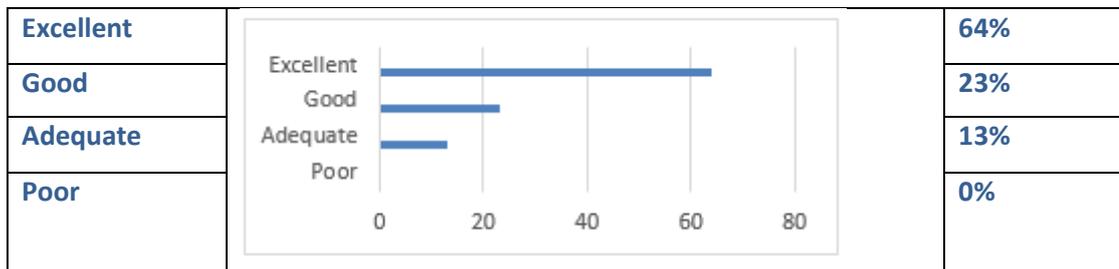
Candidate Satisfaction Survey questions and results

The main aim of our candidate satisfaction questionnaire was to ensure that all candidates who come into contact with Think Specialist Recruitment have a positive experience of our company whether they are placed by us or not. We want to ensure that all candidates, whether successful in securing a role or not, feel that they have had a positive experience with one of our consultants.

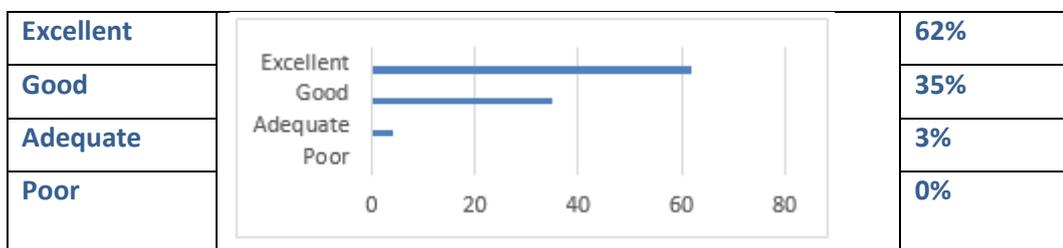
1. How would you rate our speed of response?



2. How would you rate the level of briefing you were given about the job opportunity?



3. How would you rate the information you were given to prepare for an interview?



4. How would you rate how the actual role in comparison to the job brief that the consultant gave you?

Excellent		45%
Good		45%
Adequate		10%
Poor		0%

5. How would you rate the feedback you received after interview?

Excellent		52%
Good		30%
Adequate		11%
Poor		7%

6. How do we compare with other agencies you have used in the past?

Vastly Superior		19%
Superior		48%
The same		33%
Inferior		0%

7. How likely are you to recommend Think Specialist Recruitment to anyone in the future?

Definitely		56%
Highly likely		27%
Likely		13%
Maybe		4%
Definitely not		0%

Candidate comments:

“A professional agency, who put my views and needs 1st.”

“I thought the whole experience with 'Think' was very good. The support and information providing was very helpful with preparation and guidance.”

“Scott at Think was amazing very quick to call and get an interview set up. Lots of helpful info for the interview. The job was a perfect match to my skill set and I received a permanent job offer after this first interview. Scott has also been on hand for any questions I have had since. A faultless service from start to finish and I will definitely recommend to others.”

“Think recruitment were very helpful and quick to give me feedback and although I was not successful positive feedback boosted my confidence thank you.”

“The agent who dealt with me was very helpful, he called me when promised, gave me all the info I needed to prepare for interview and kept me informed throughout.”

“Think Specialist Recruitment are an extremely proactive company and contact you at every opportunity of when there is a job available.”