

Executive Summary

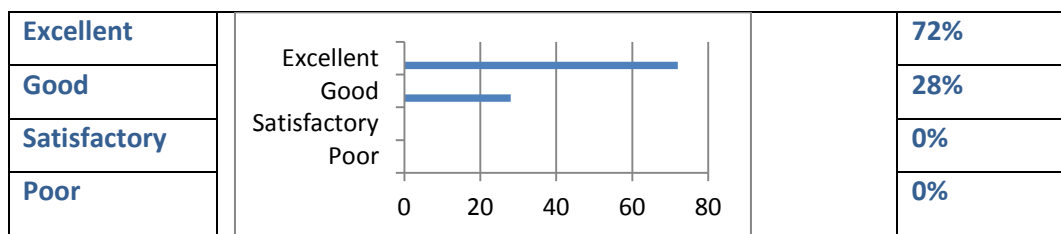
In December 2014 Think Specialist Recruitment decided to gain an understanding of our Client’s and Candidate’s insight into Think Specialist Recruitment and how we are perceived in the market. This led to the launch of our first online survey – one for our Clients and one for our Candidates. We aim to take the results from both these surveys in order to tailor our approach to recruitment to fit with our Client and Candidate needs throughout 2015 and beyond.

Outlined below are the results from our surveys

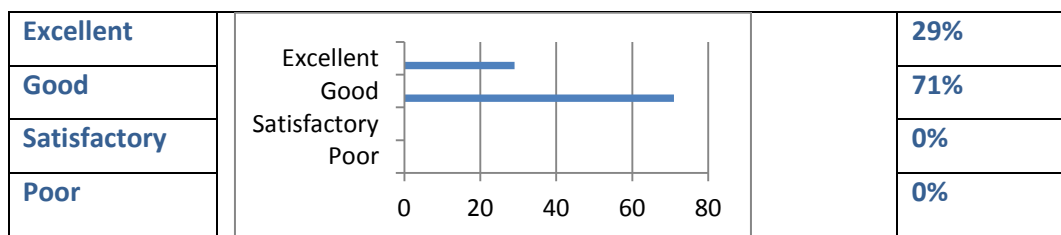
Client satisfaction questions and results

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.

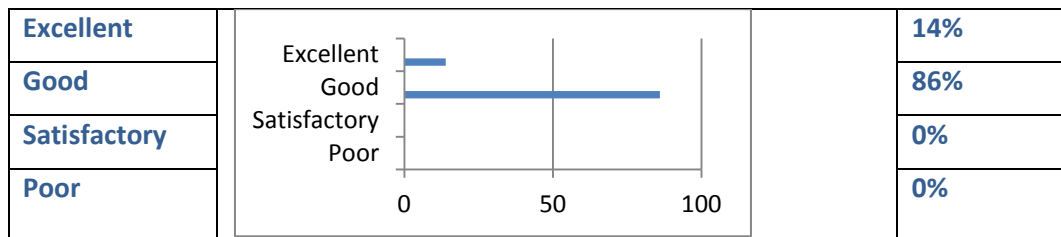
1. How would you rate our speed of response?



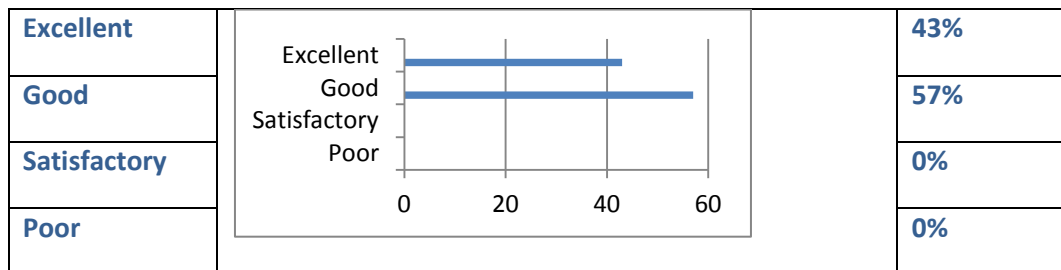
2. How would you rate the quality of CV’s you received?



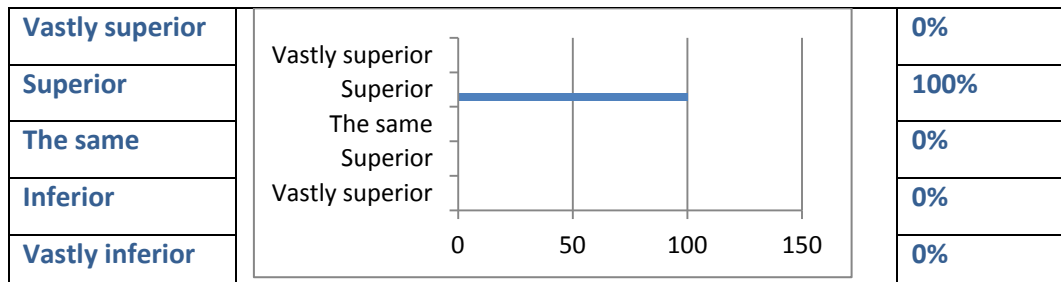
3. How would you rate the quality of candidates that attended interview?



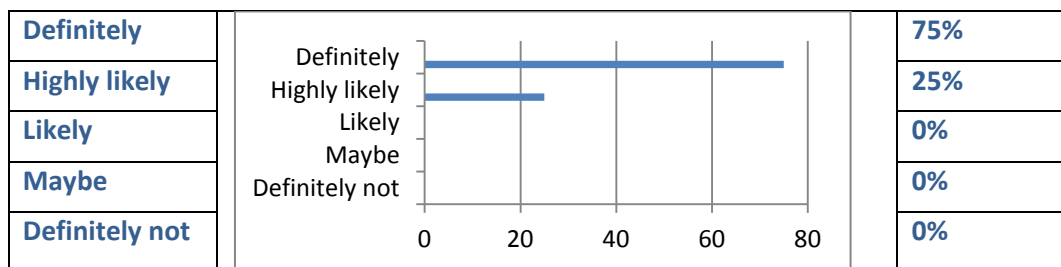
4. How would you rate how prepared and briefed the candidate appeared at interview?



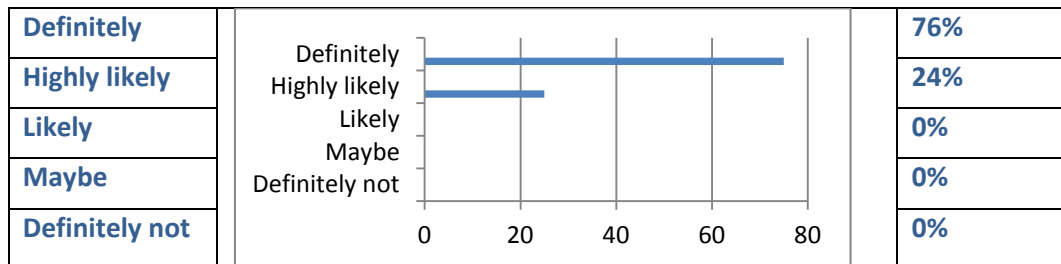
5. How do we compare with other agencies you have used in the past?



6. How likely would you be to recommend Think Specialist Recruitment to friends or colleagues in the future?



7. How likely are you to partner with Think Specialist Recruitment in the future?



8. 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:

“A highly reliable and effective recruitment service – understands the company’s needs and is open and honest in their communications, which we value!”

“Good quality recruitment firm”

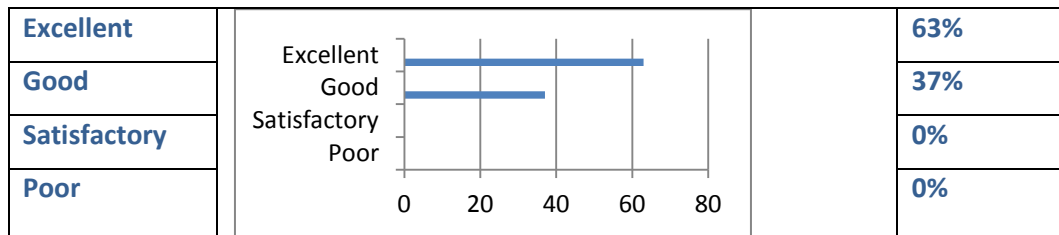
“I have worked with Think for the last 3 years and have been very happy with the level of service and standard of candidates sent through to us. I look forward to continuing our relationship in the future.”

“The consultant understands our company’s business and culture well in order to match suitable candidates with required skills and experience.”

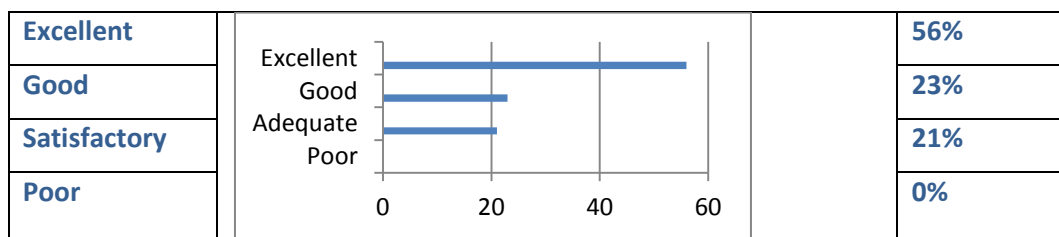
Candidate satisfaction questions and results

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 feel that they have had a positive experience with one of our consultants.

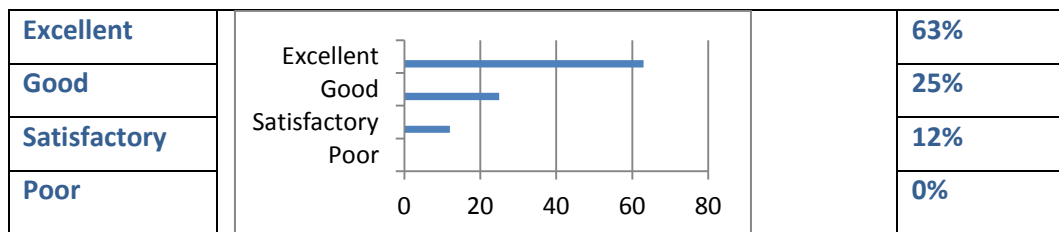
1. How would you rate our speed of response?



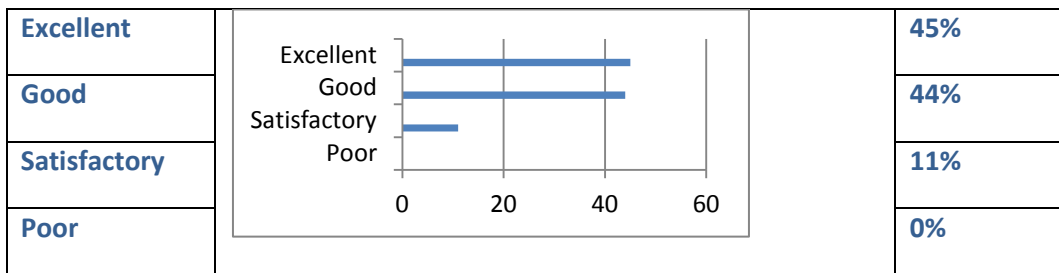
2. How would you rate the level of briefing you were given about the job opportunity?



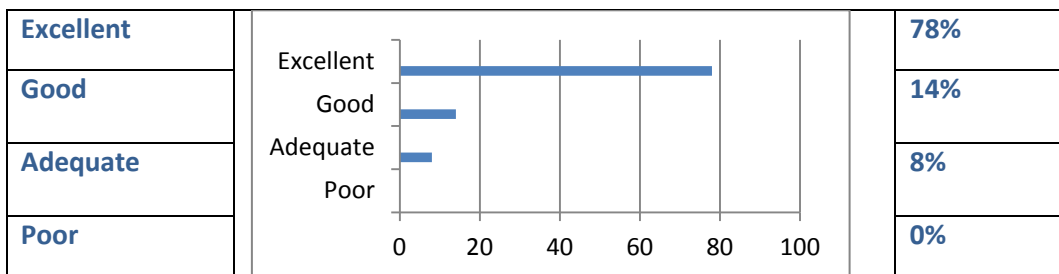
3. How would you rate the information you were given to prepare for an interview?



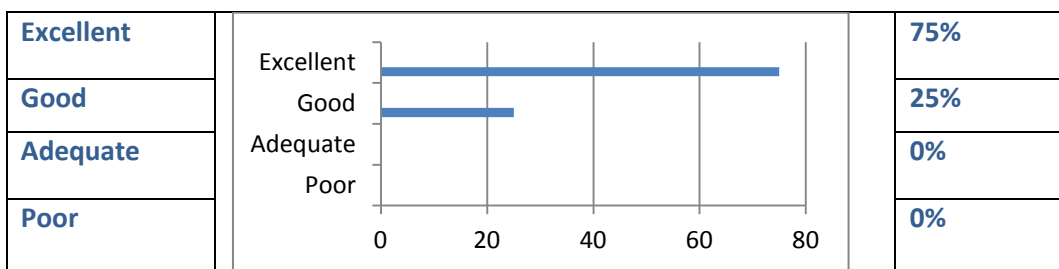
4. How would you rate how the actual role in comparison to the job brief that the consultant gave you?



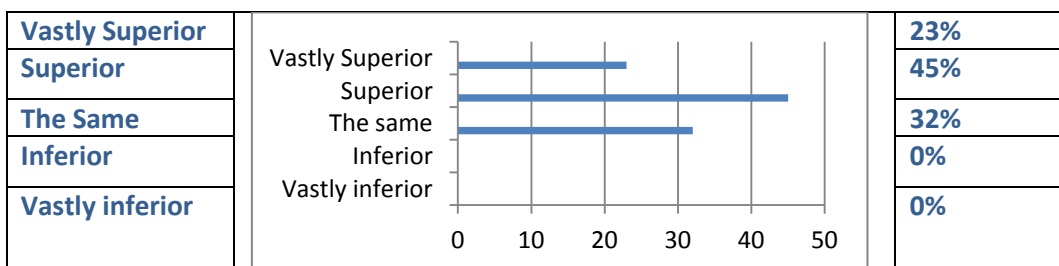
5. How would you rate the feedback you received after interview?



6. How would you rate the treatment you received from Think Specialist Recruitment throughout the process?



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



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

