

CLIENT & CANDIDATE SATISFACTION SURVEY REPORT 2024



think
specialist recruitment

EXECUTIVE SUMMARY



Thinks' company values are: building long term relationships, being accountable and striving for excellence. The service we provide to our clients and candidates is at the core of our business. Each year we survey both our clients and candidates to understand how our service is perceived and how we can improve upon it.

2024 has been a tricky year, despite the gradual fall in inflation, with the increased National Insurance contributions and uncertainty in the market a lot of businesses are still hesitant around investing in recruitment. Despite this we have been fortunate to register a steady stream of vacancies which is due to our experienced team and relationships rather than a reflection of the UK economy and jobs market.

We are proud to say that our speed of response is still rated highly with 98% of our Clients and 95% of our Candidates rating us as good to excellent. One of our Clients wrote:

'Their speed and efficiency in finding the right candidates are unparalleled.'

With high competition to secure employees, it is important that we provide Clients with strong candidates who are committed to the role and are fully invested in the recruitment process. This can prove challenging when Candidates are highly sought after. We are pleased to report that 100% of our Clients rated the candidates they interviewed as good to excellent

'They're very knowledgeable regarding their candidate pool, they take the time to visit us and understand our recruitment needs in detail to be able to provide us with the best level of Candidates.'

We are proud to report that 100% of our candidates felt well briefed and prepared for the interview or assignment. Alongside this 97% of our candidates rate the information provided on a job opportunity as good to excellent, and 96% of our Candidates rate general communication from ThinkSR as good to excellent.

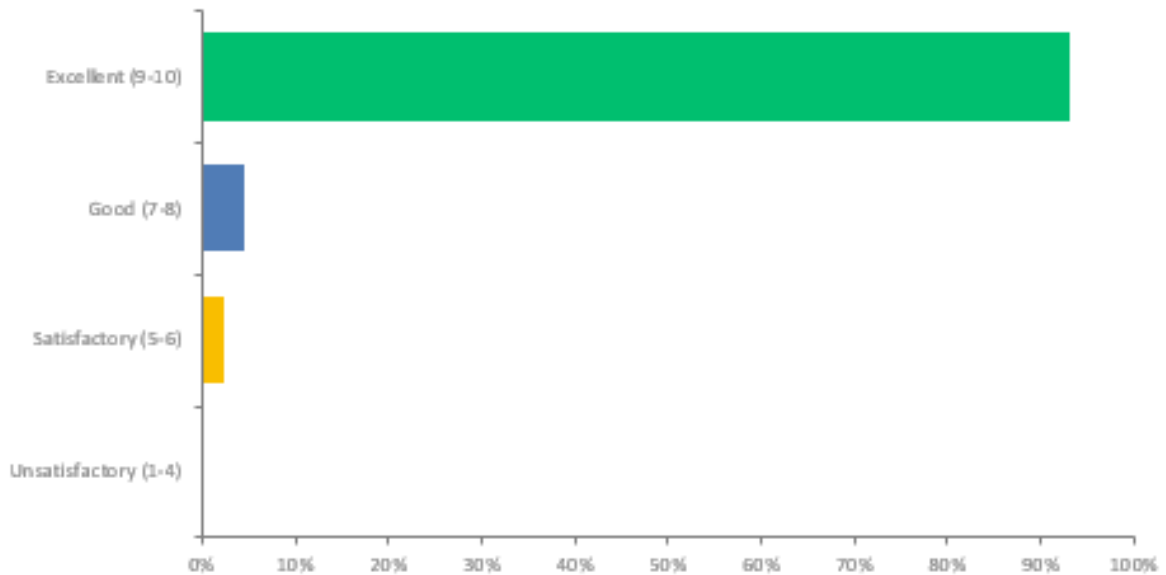
We are delighted that our average rating from Clients has increased to an average score of 9.4! We always reflect on feedback from these surveys and implement new ways of working and training to improve our service.

This questionnaire demonstrates our commitment to providing an excellent level of service to both our Clients and Candidates and we will continue to strive to make improvements from all the feedback we have received.

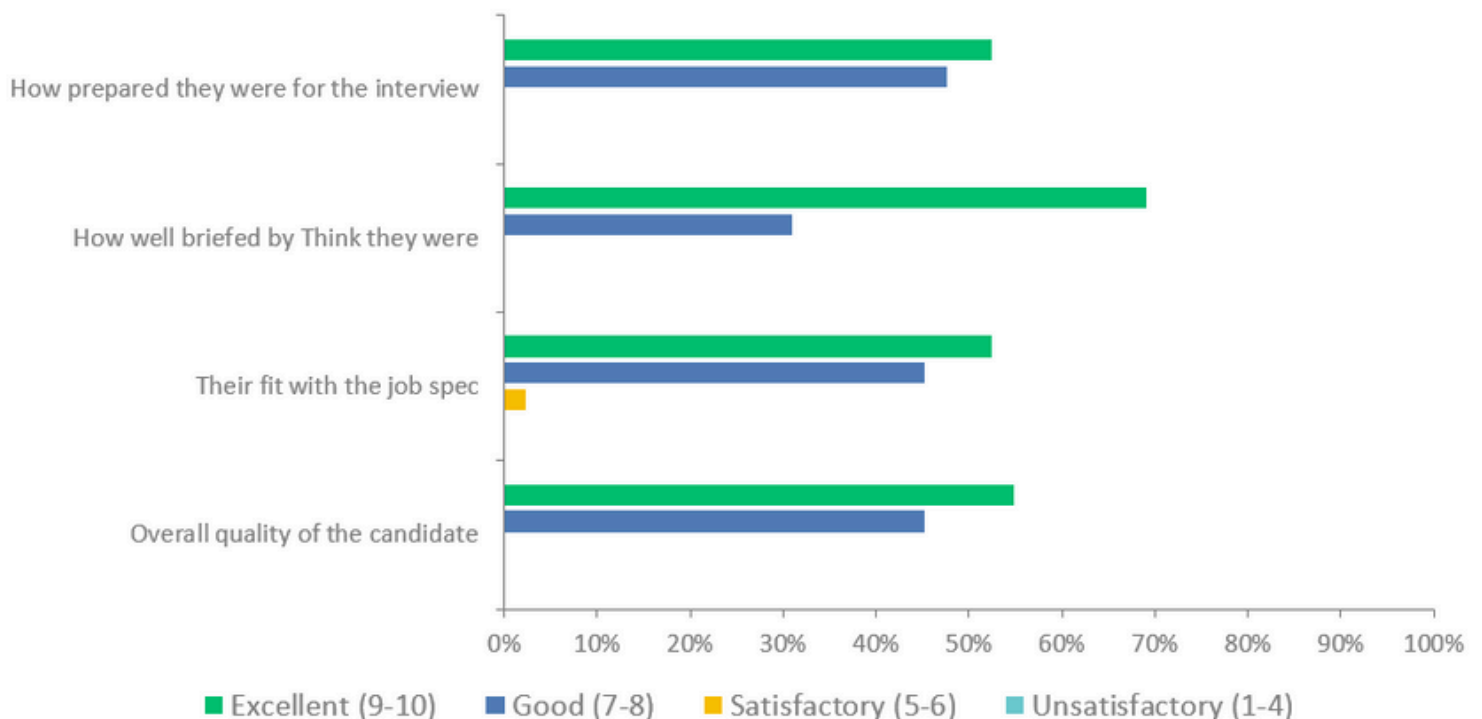
CLIENT SATISFACTION SURVEY 2024 FULL RESULTS



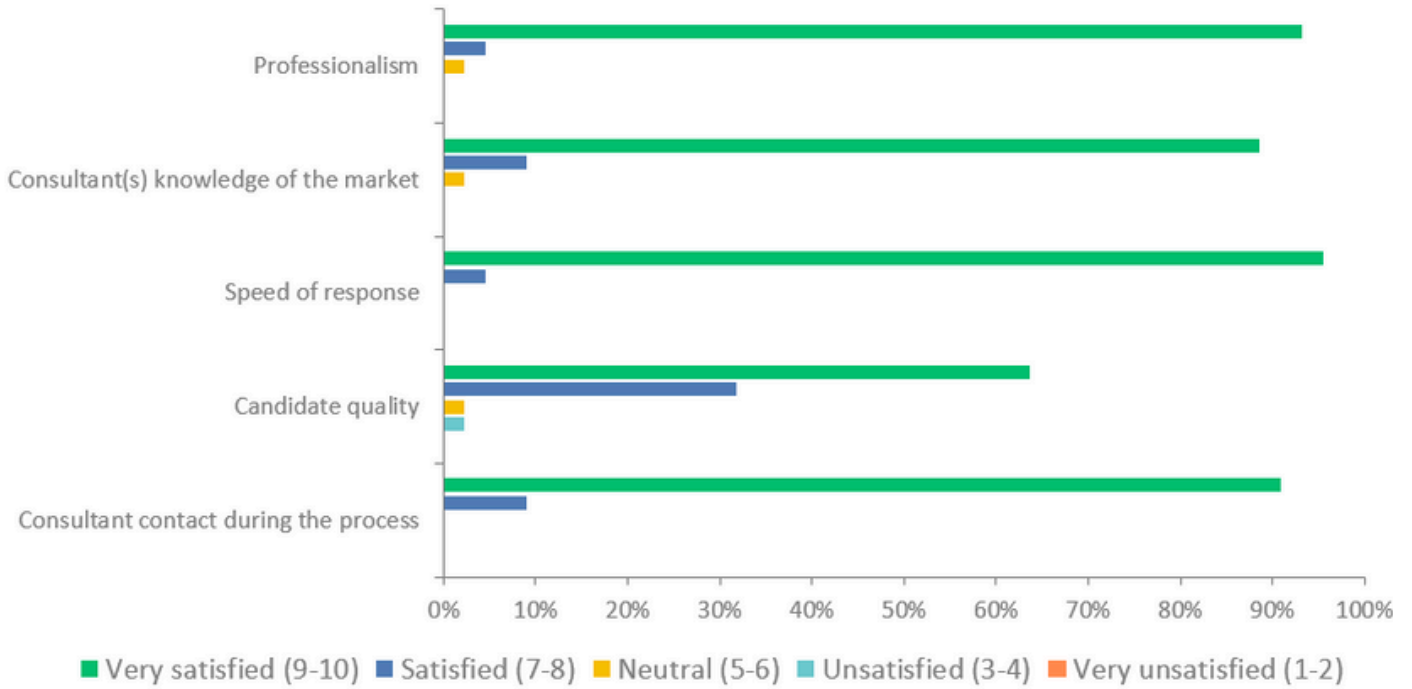
How would you rate our speed of response?



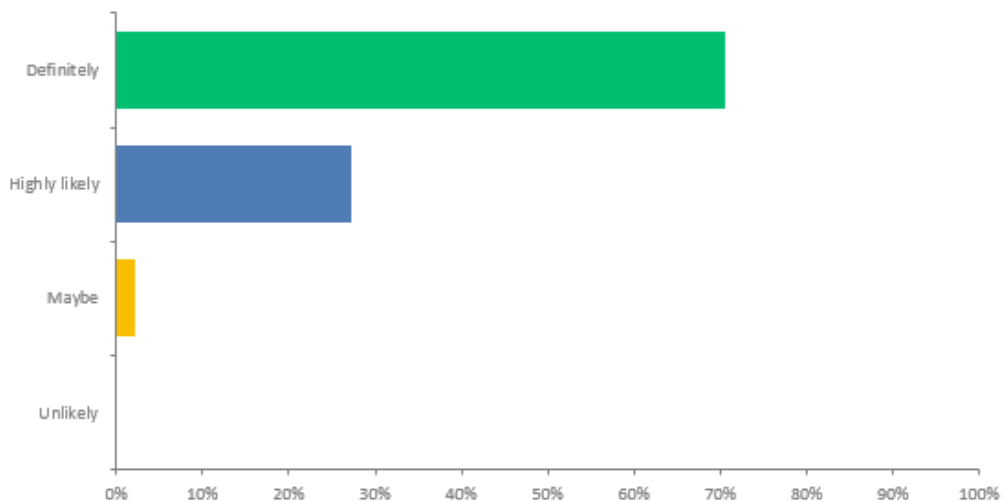
How would you rate the candidates that you interviewed?



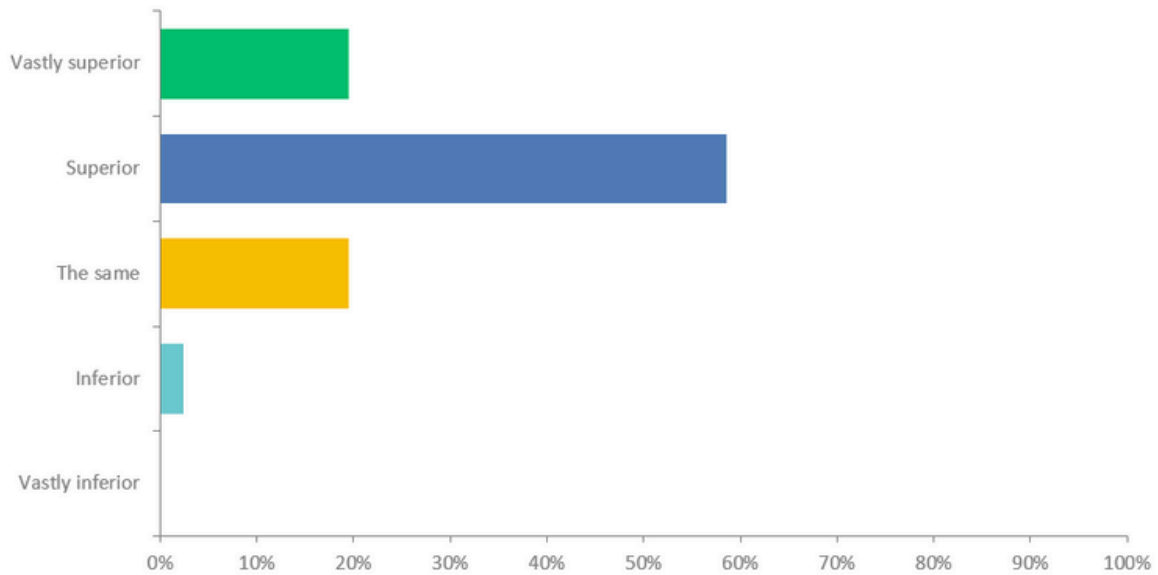
Please rate your overall satisfaction of Think SR in the following areas:



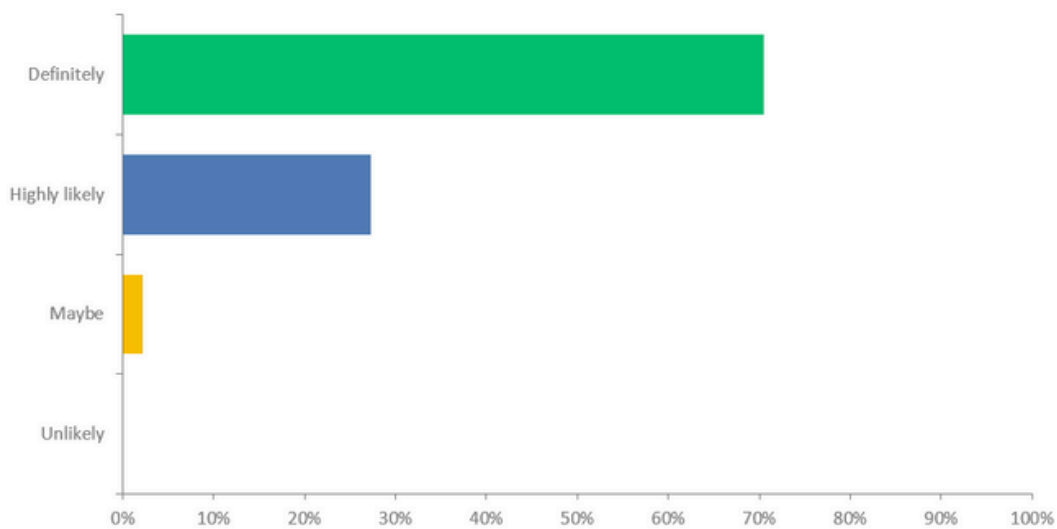
How likely are you to use/recommend Think to friends or colleagues in the future?



How do we compare with other agencies that you have used now or in the past?



How likely are you to use/recommend Think to friends or colleagues in the future?



How impressed are you with your overall experience of Think on a scale of 1 to 10?

Overall Customer experience of Think Specialist Recruitment on a scale of 1 to 10?*

9.4★
average rating



*Source: Customer Service Satisfaction Survey December 2024

Overall Client comments:

Bobby the Manager Temporary Division is so kind and responds very quickly to emails. the staff we employed - Abigail, Diane, Asha and Lesley were so good and learnt the ropes quickly

Chris placed me in my current role which I am exceptionally happy in. Chris then found me a number of candidates for a role I was looking to fill, I was provided with a selection of candidates all of whom were well matched and prepared.

Chris provided an end to end service through both my journey and my new hire.

I really enjoy working with Bobby and Izzy, they're very knowledgeable regarding their candidate pool, they take the time to visit us and understand our recruitment needs in detail to be able to provide us with the best level of candidates. They offer us alternatives or candidates with similar skill sets when we have been recruiting for complex roles.

I would like to thank Bobby, Izzy, Casey and Clare for their support this year.

Overall Client comments continued:

Although we ultimately did not hire through Clare, I was extremely impressed with the experience of working with her on this position. Clare took the time to thoroughly understand the firm, as well as the specific needs and requirements of the role and the department. She was consistently accessible, provided timely updates on progress, and offered valuable advice throughout the process to help us achieve our desired outcome. I would highly recommend Clare to any organization seeking a dedicated and insightful recruiter

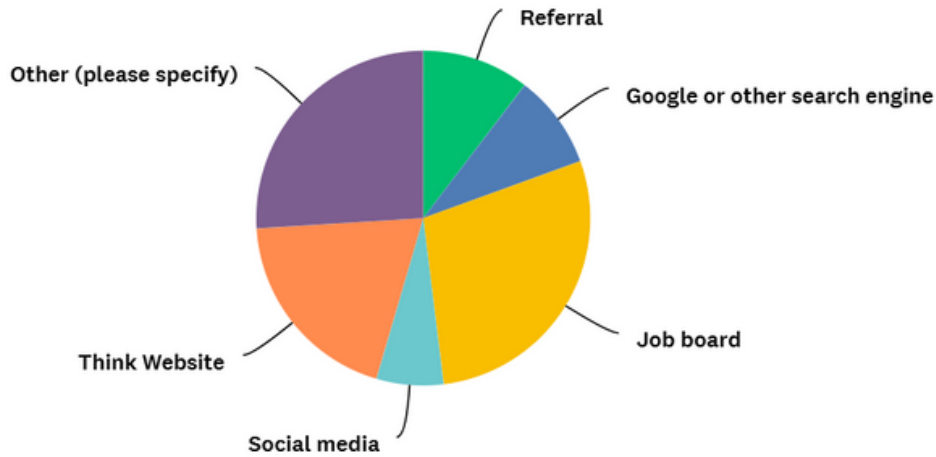
Working with Think has been an absolute pleasure. They consistently provide talented individuals who not only meet but often exceed our criteria. Their speed and efficiency in finding the right candidates are unparalleled, and their honesty about the current market and our expectations has been invaluable. It's refreshing to partner with a recruitment agency that truly understands our needs and delivers every time. I would highly recommend their services to any organisation seeking reliable and skilled recruitment support.

I feel that Think have a great handle on the market for local candidates and they have grow to adjust their suggestions to match the qualities I look for in an individual.

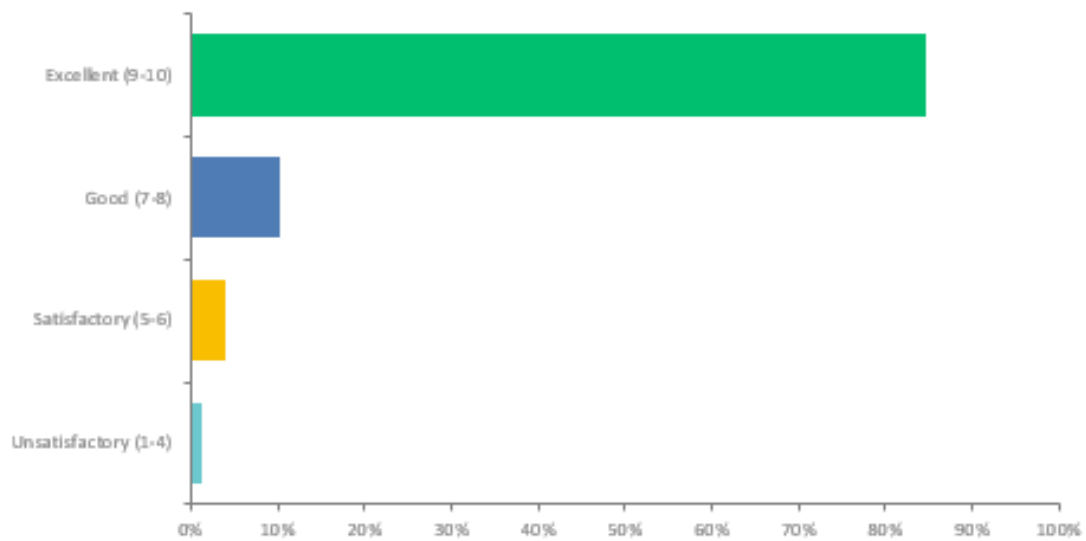
CANDIDATE SATISFACTION SURVEY 2024 FULL RESULTS



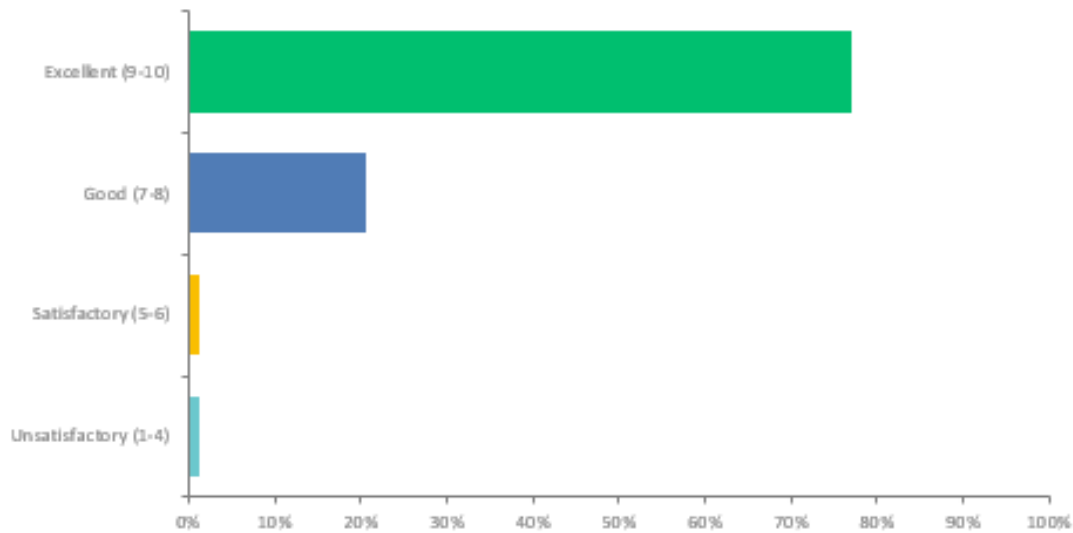
How did you originally get in touch with us?



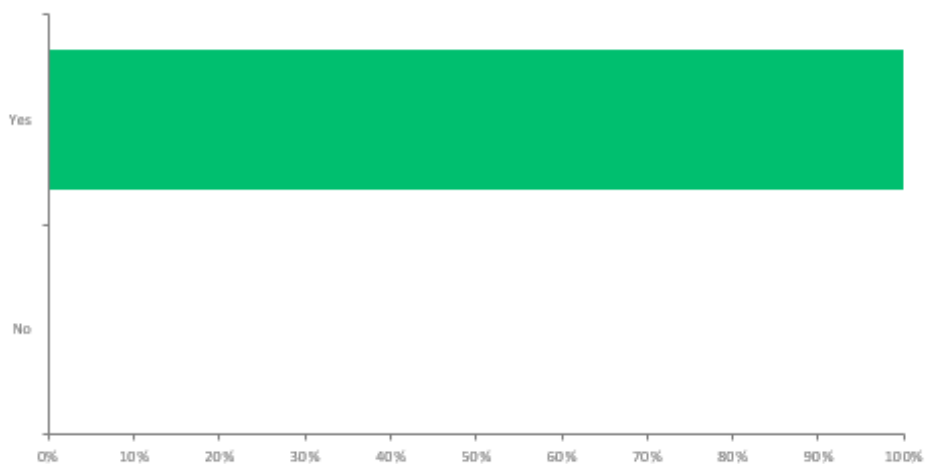
How would you rate our speed of response?



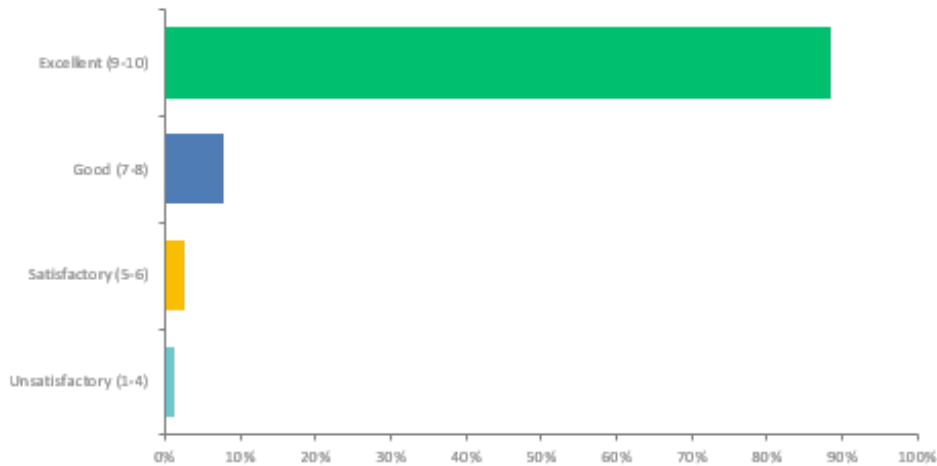
How would you rate the level of information you were given about the job opportunity?



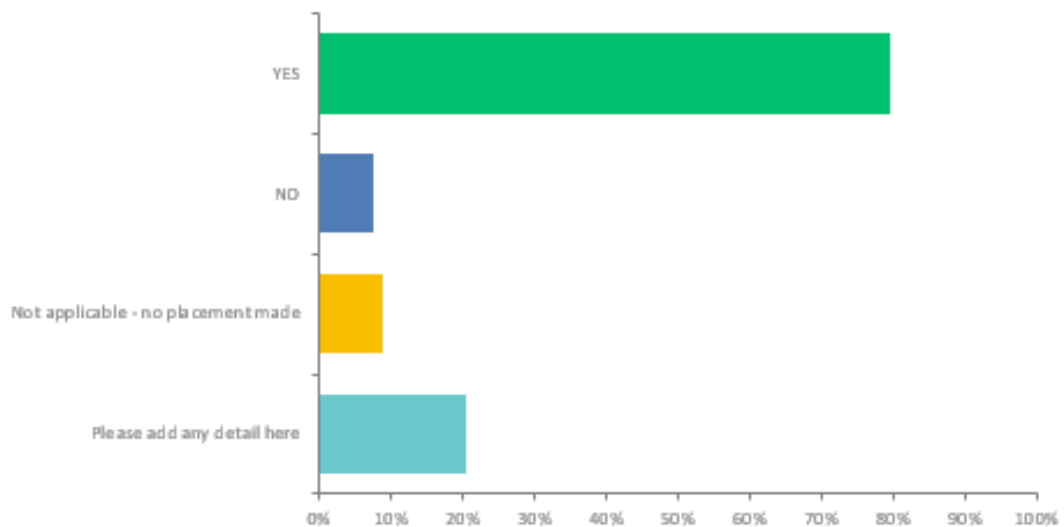
Were you well briefed and prepared for your interview/temp assignment?



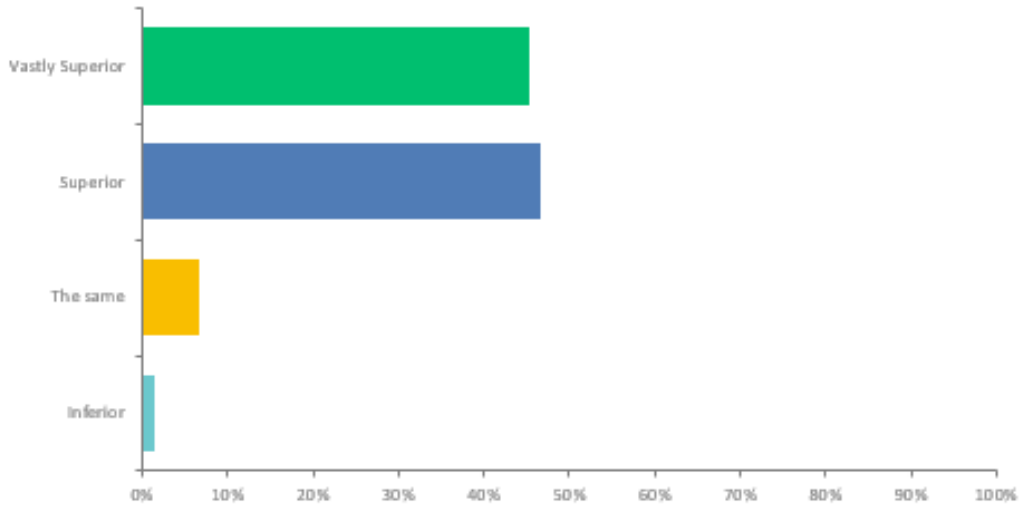
How would you rate the general communication you received from Think?



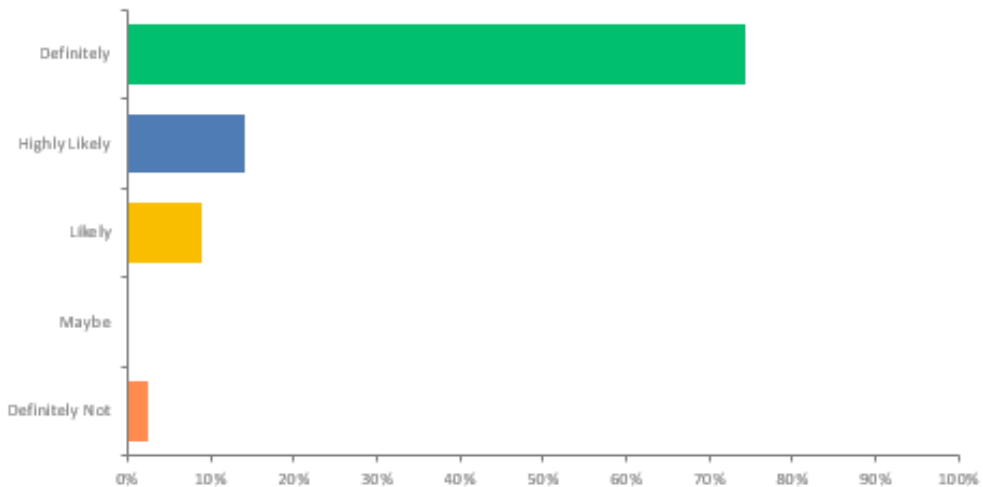
Were you contacted post placement?



How do we compare to other agencies you have used?



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





Many thanks to all our Clients and Candidates who took the time to fill in our survey and provide comments to help us improve our service. We are very pleased with the result and are keen to take all the feedback on board and make improvements where necessary.

A final comment from our MD Chris Jones:

“I’m extremely grateful for the clients and candidates who have taken the time to complete our annual survey. The feedback and comments provided help us to better understand where we can improve and what our customers want from our service. Far from being a vanity exercise, there has been some constructive feedback on how we can improve and some useful insights into how our service has been received. We look forward to working on these in 2025 as we continue to strive for excellence. To achieve an average rating of 9.4 out of 10 from our clients is phenomenal!”