

# CLIENT & CANDIDATE SATISFACTION SURVEY REPORT 2022



## EXECUTIVE SUMMARY

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Thinks' company values are:

Building long term relationships, being accountable and striving for excellence.

That's why 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.

2022 has been an interesting year with our recruitment services being more in demand than ever before. There has been a distinct lack of candidates in the market which means our Consultants have had to find new ways to attract top talent and ensure their reliability.

Despite this, our speed of response continues to be rated highly with 100% of Clients rating us as good to excellent, and the majority of candidates rating us good to excellent.

**"Excellent service provided. Quick to respond and provide great candidates suitable for the role."**

We continue to focus on ensuring that we are here for both Candidates and Clients for the long term. We introduced a new question for Candidates this year asking them if we remained in contact post placement. Over 80% said we did. We want to ensure that all candidates know we are here to build a relationship and help them forge their career - not just make a placement.

Candidates felt briefed and prepared for their interviews with 92% rating this as excellent or good. This was backed up by Clients with 98% stating how well briefed and prepared candidates were for interview.

Overall Clients continue to rate Think as either vastly superior or superior to other agencies (77%) and 98% of Clients are definitely or highly likely to recommend Think.

**"Think Recruitment are professional, reactive and listen to what the employer is looking for. They take their time to find the correct candidates, which is a breath of fresh air for employers."**

Our candidates also rate Think as vastly superior or superior to other agencies (82%) and 92% are definitely, highly likely or likely to recommend Think.

**"Incredibly straight forward and helpful in finding a suitable position".**

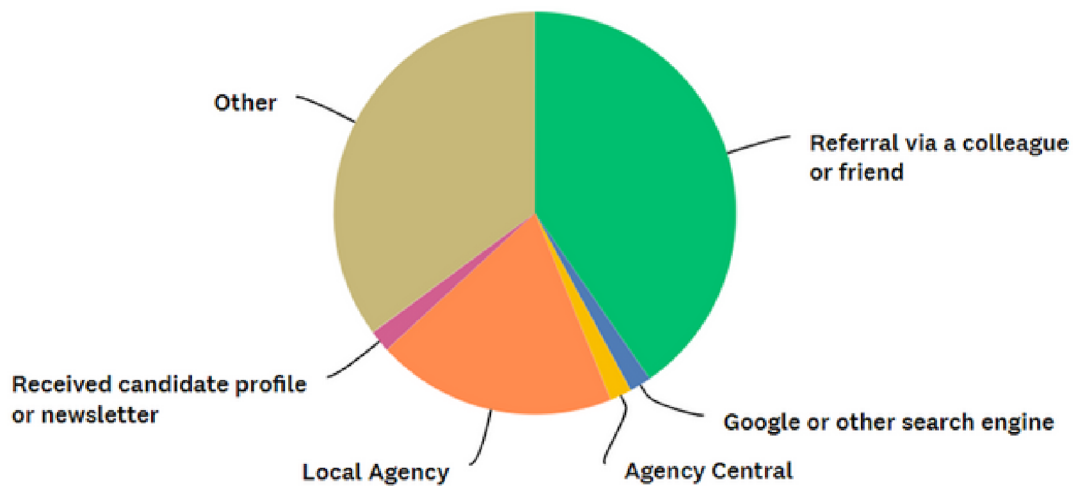
This year we asked our Clients to rate us on a scale of 1 to 10, we are extremely pleased that our average rating comes out at a score of 9.2!

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 2022 FULL RESULTS



## Why did you choose to work with Think?



### Responses from 'Other':

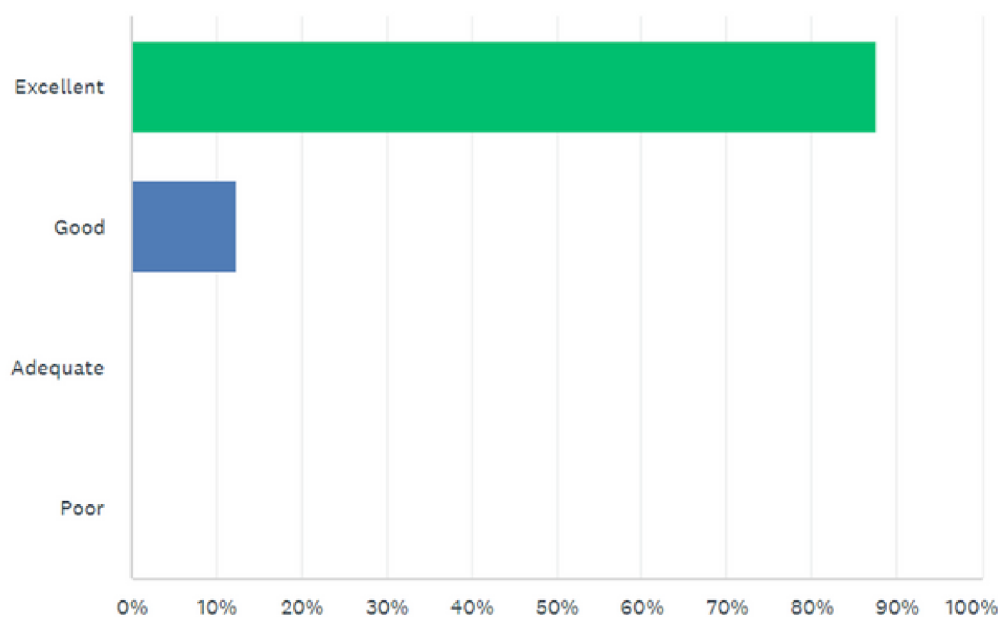
'I was previously registered with Think Recruitment before I was offered my current role'.

'I have worked with Think for the last 3-5 years and they are one of our preferred suppliers'.

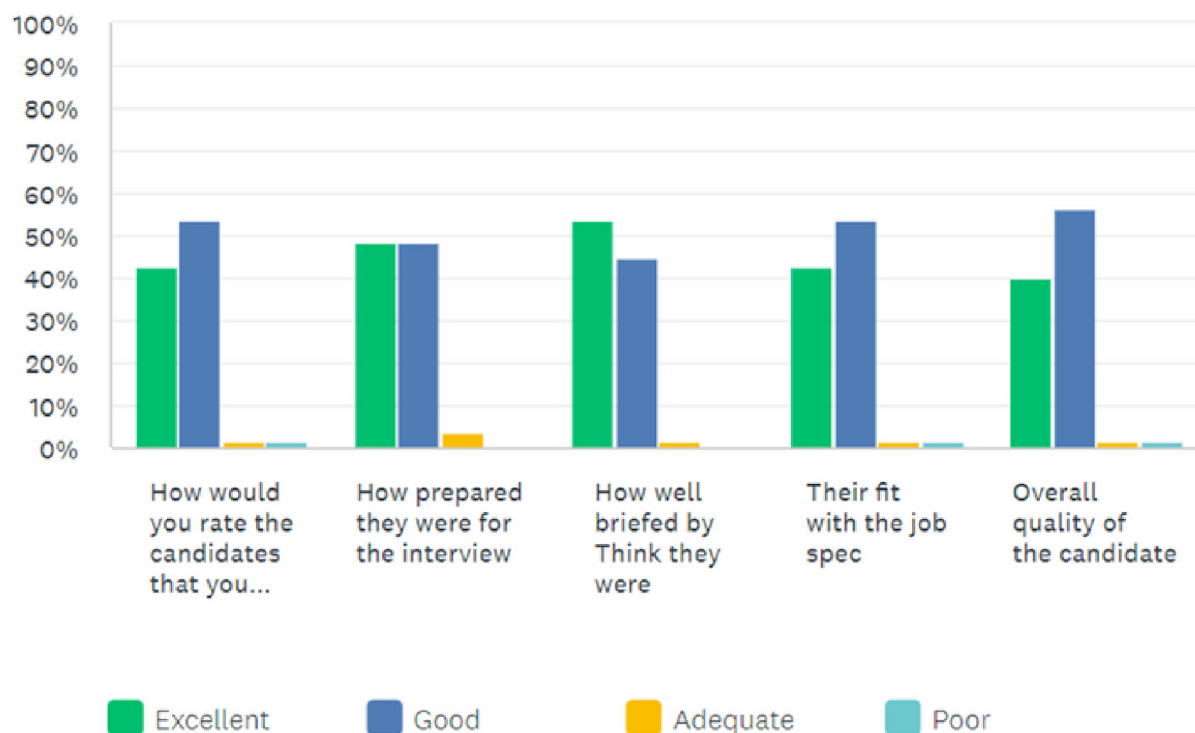
'Support Local Company'.

'I found a new role with Think. And then used them to find my replacement'.

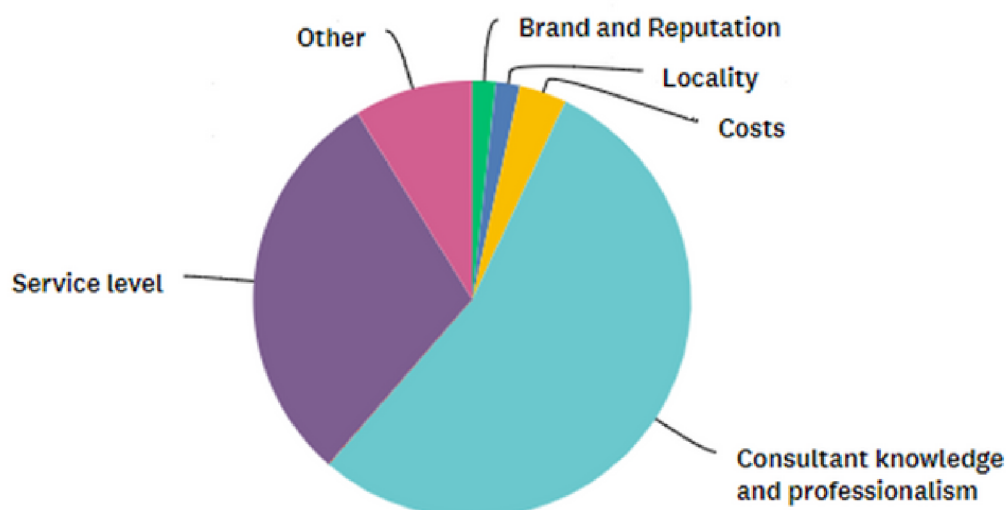
## How would you rate our speed of response?



## How would you rate the candidates that you interviewed?

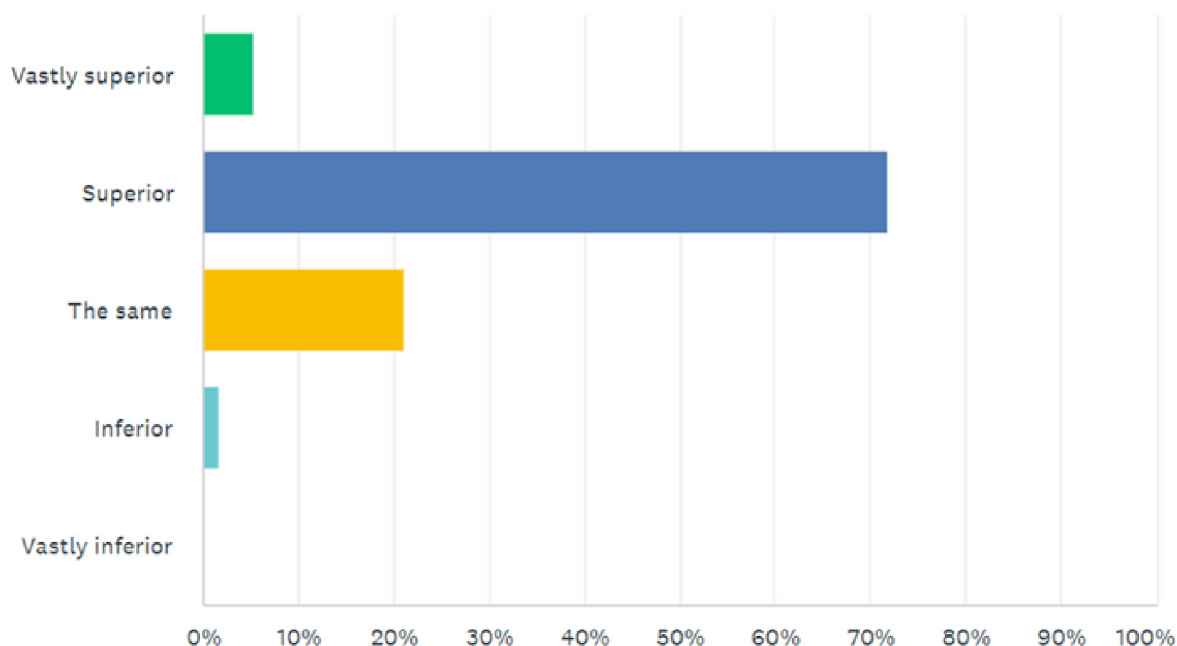


## What are the most important things that you look for in an agency when registering a new job?

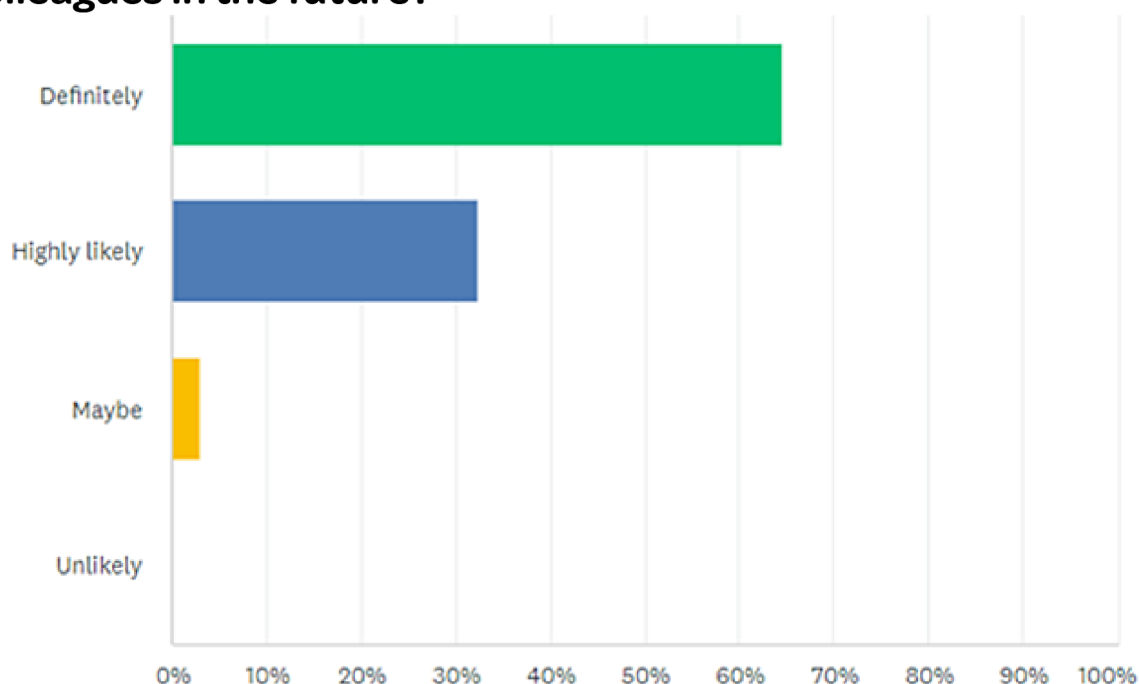




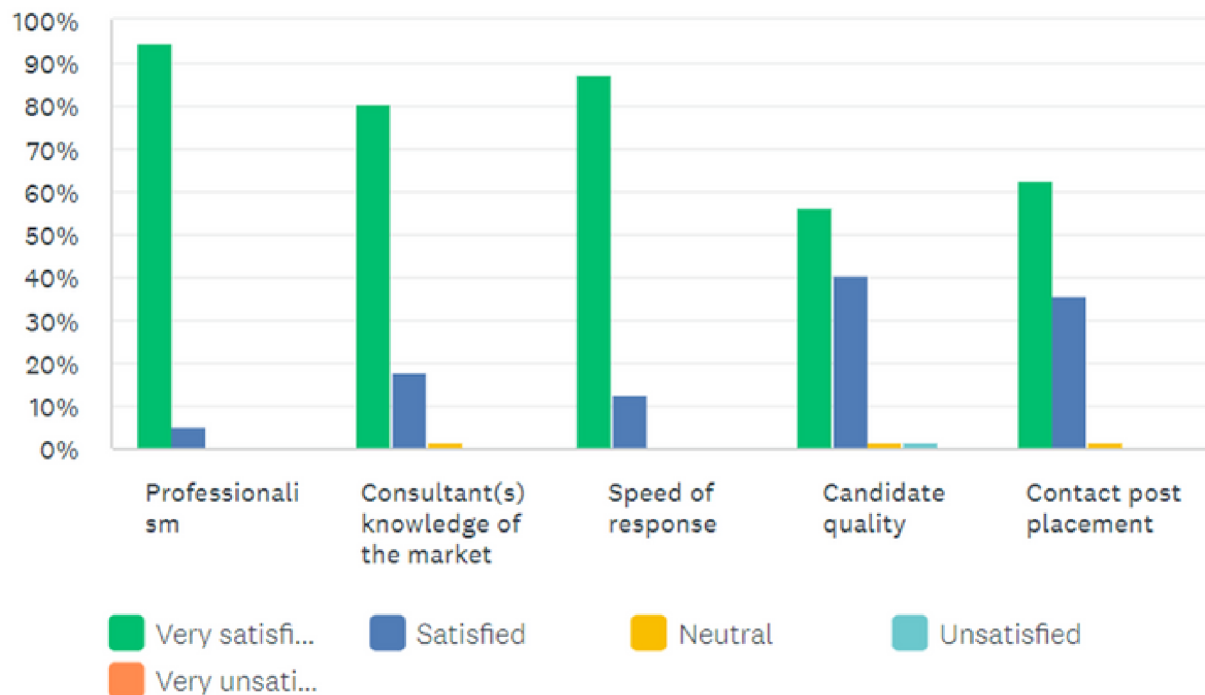
## How do we compare with other agencies that you have used now or in the past?



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



**Please rate your overall satisfaction of ThinkSR in the following areas?**



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

9.2★  
average rating



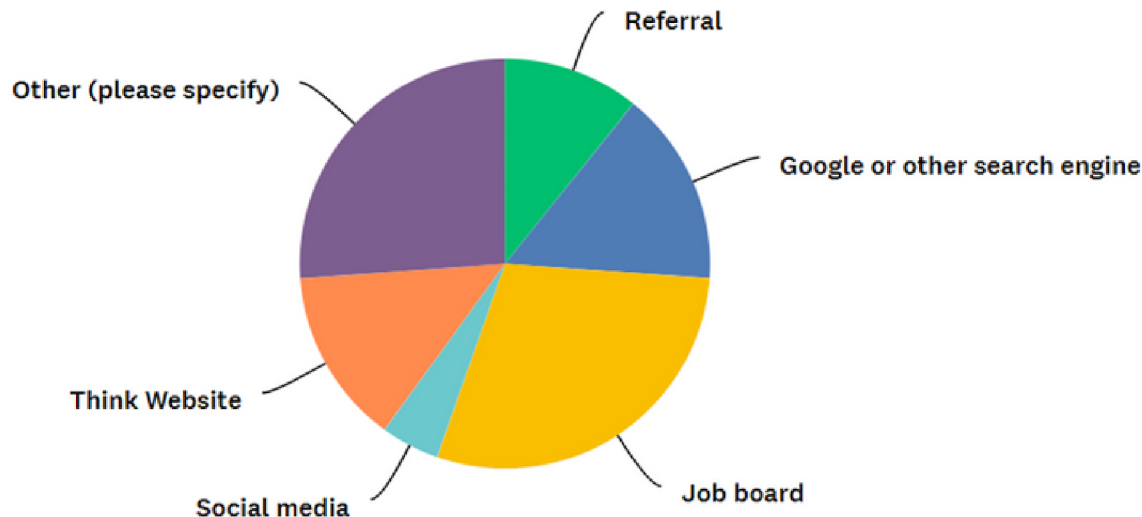
## Overall Client comments:

- We have always had fantastic service from the staff at Think and know that they will always provide a high calibre of candidate.
- Izzy at Think did an amazing job of listening to what we were looking for. She made sure that she followed on all communications. She took the time to come visit us and make sure she knew what our business required. She is friendly and easy to work with. Thank you for helping us find a couple good employees.
- Think is a great company - I would highly recommend them professionally and personally.
- So happy with Think Recruitment, they have always delivered the right candidates and my contact is professional and wonderful.... thank you Beth!
- The team at Think are professional and offer a good service. They are quick to respond and take time to understand what you need.
- Really impressed. We have previously used the business for support with our Customer Care team and the service was fantastic. When looking at working with agencies, I always look for consultants who are trustworthy and act with integrity especially when representing our business. Beth was amazing throughout, super speedy, knowledgeable, and very professional.
- We can always rely on Think to provide us with high quality candidates that share our values and fit into our organisation.
- The Team at Think are a fantastic group of friendly people and they really make you feel like they care about the service they are providing.
- Working with Bobby and Izzy is an absolute dream. They are so on it, I know I can just leave anything with them and it will be in safe hands, more so when I am on annual leave, I can trust them to speak directly to managers, and arrange interviews. I have not heard any negative feedback from my managers, and I thank you for all you do to help.
- I have worked with Think SR for many years now. The candidates they are able to source are exceptional and they really take time to understand the company they are supporting. They are always the first agency I would reach out to and I will continue to recommend them for all types of roles.
- Excellent service provided. Quick to respond and provide great candidates suitable for the role.
- Think Recruitment are professional, reactive and listen to what the employer is looking for. They take their time to find the correct candidates, which is a breath of fresh air for employers

# CANDIDATE SATISFACTION SURVEY 2022 FULL RESULTS



## How did you originally get in touch with us?



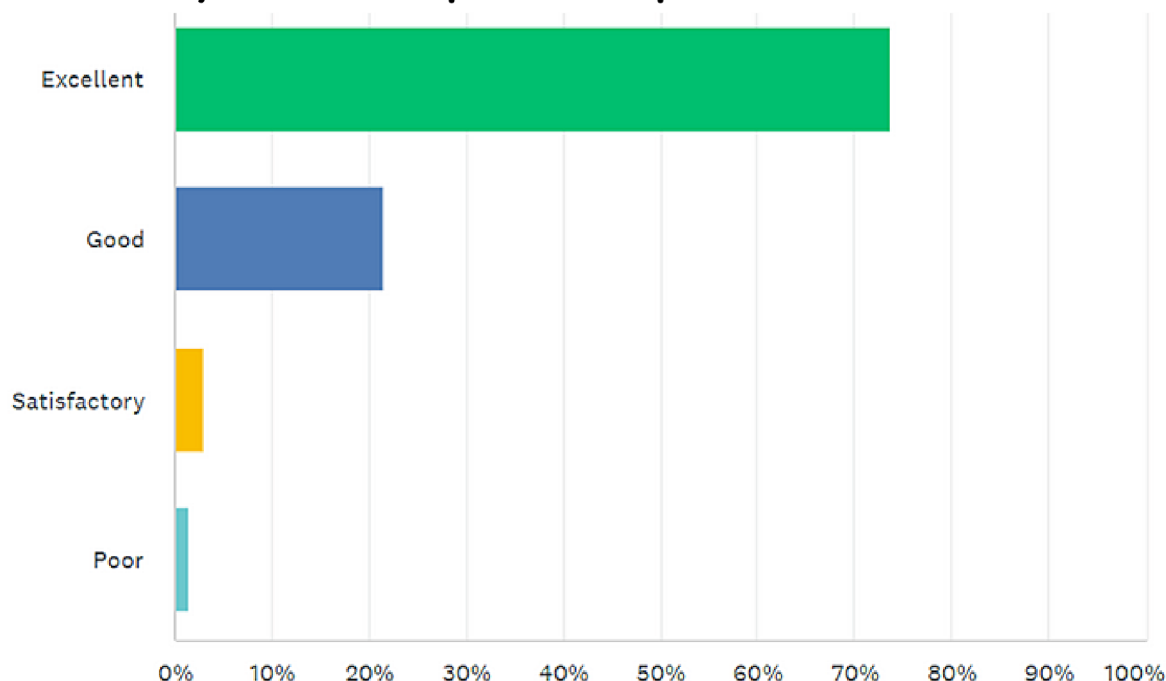
### Responses from 'Other':

"I had previously worked with Think many years ago and remembered the great individualised service I had received. I then went to Think again when I had need to recruit to my team. It was then that I worked very closely with Clare Baker. She went over and above to get me two great candidates who were placed with me. I then requested Clare's assistance again in my own job search, Clare is an amazing professional. She goes the extra mile and more to help candidates (me) get the desired result. Because of Clare Baker, her can do attitude, positivity and support and determination to find a solution, Think Recruitment will always be my first port of call".

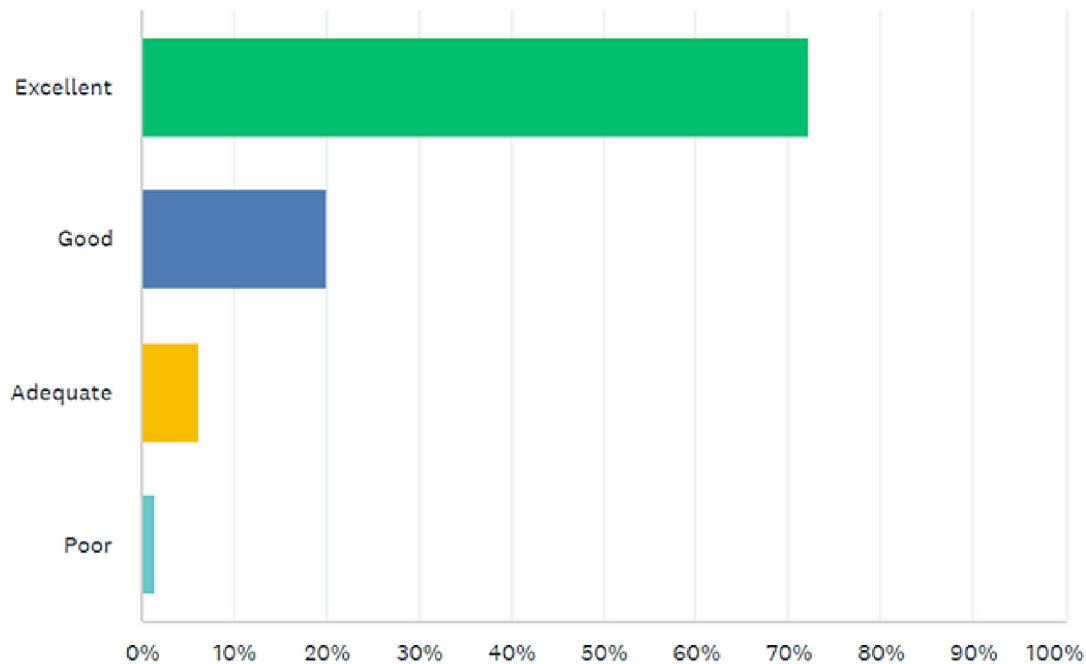
"Chris reached out to me on LinkedIn".

"I was contacted by a member of your team regarding a job opening".

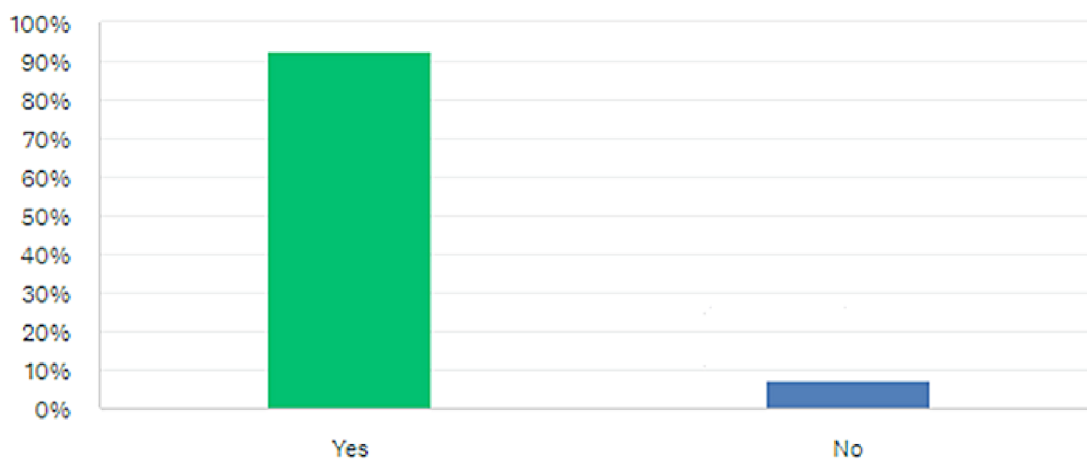
## How would you rate our speed of response?



**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?**

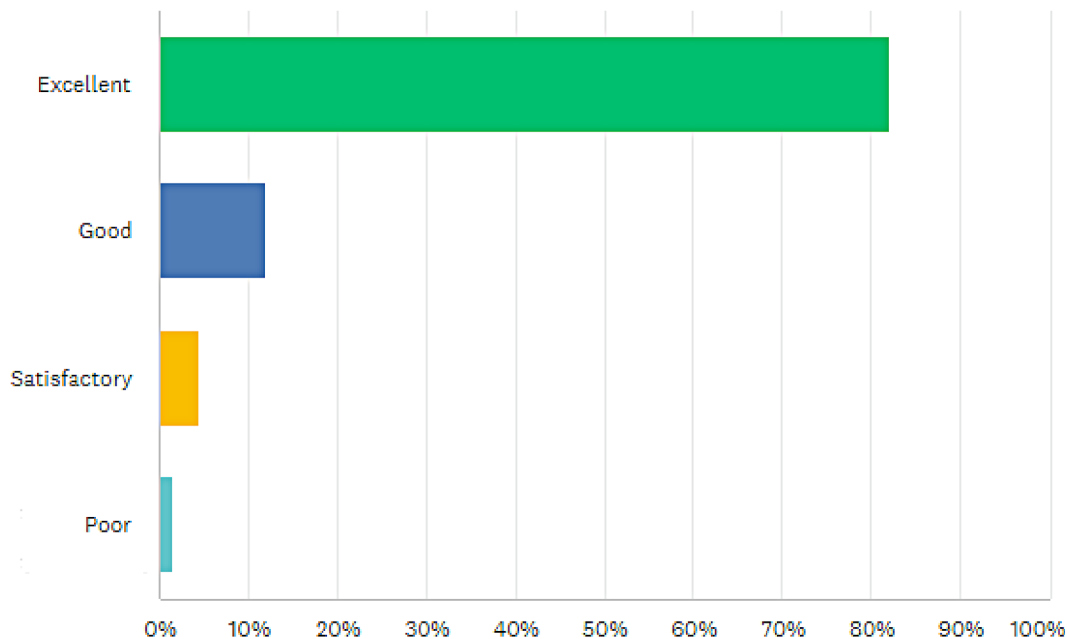


Of the 92.4% that responded 'yes' further comments were:

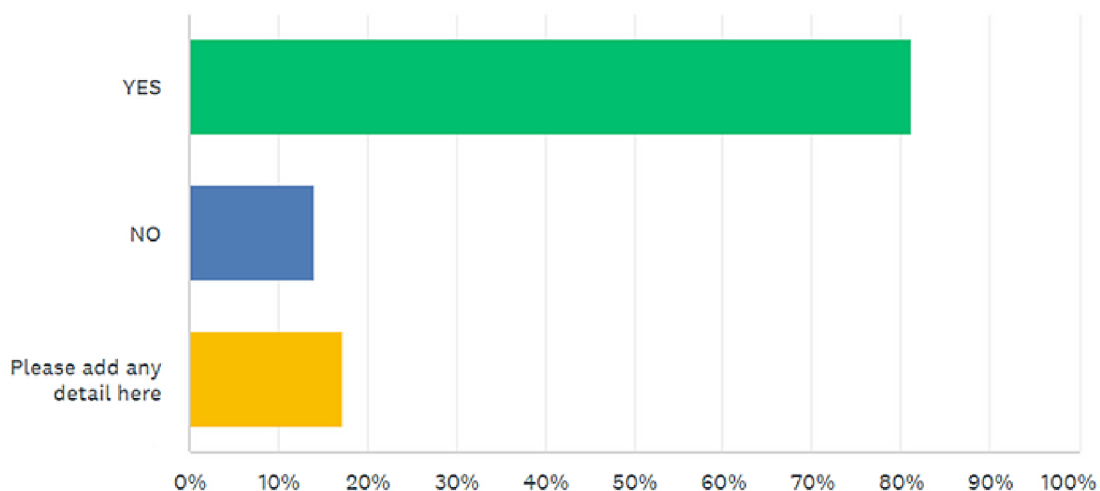
"As a mum returning to work, Beth made sure I was well prepared which helped my nerves".  
"Very supportive and helped with tips for doing well on the interview".  
"Info provided on business & interviewers & ideas of prep required prior to my interviews".  
"I was in touch with Bobby. And he was so helpful through the entire process".  
"Again as above, full support and information about the assignment as well as the interviewer and organisation".



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



## Were you contacted post placement?



Some of the detail added:

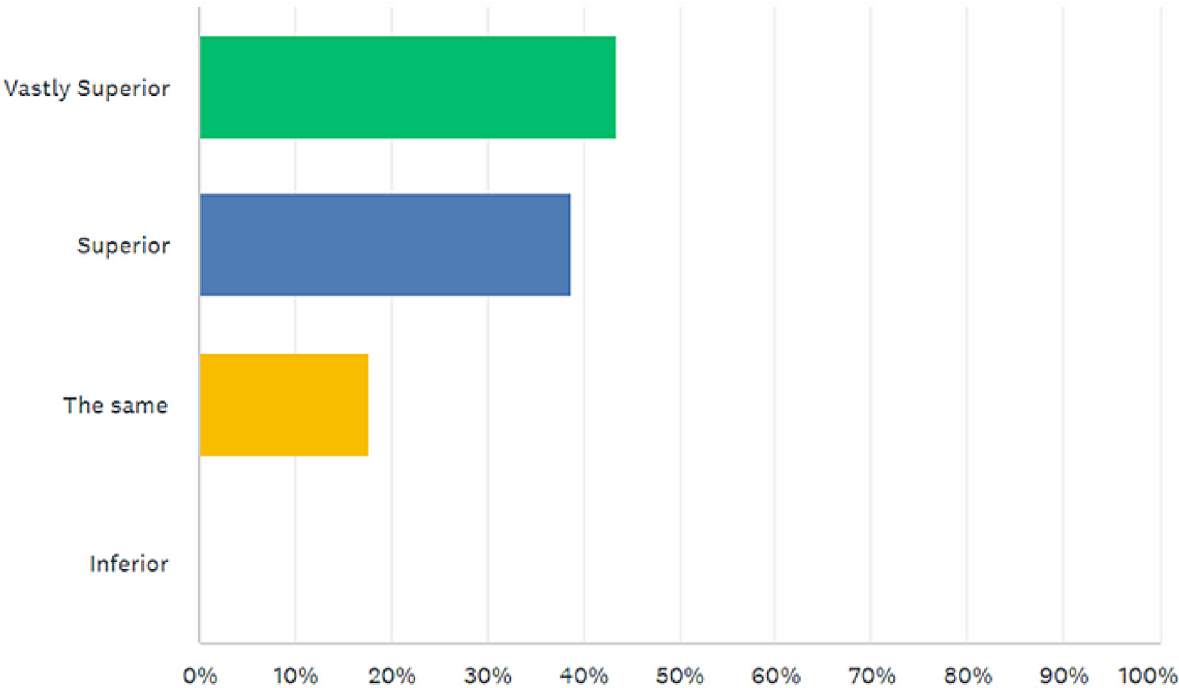
"Beth reached out and made sure I had settled in well, overall was very supportive and made sure I was comfortable".

"Bobby was there for a questions and queries I had throughout my employment as well".

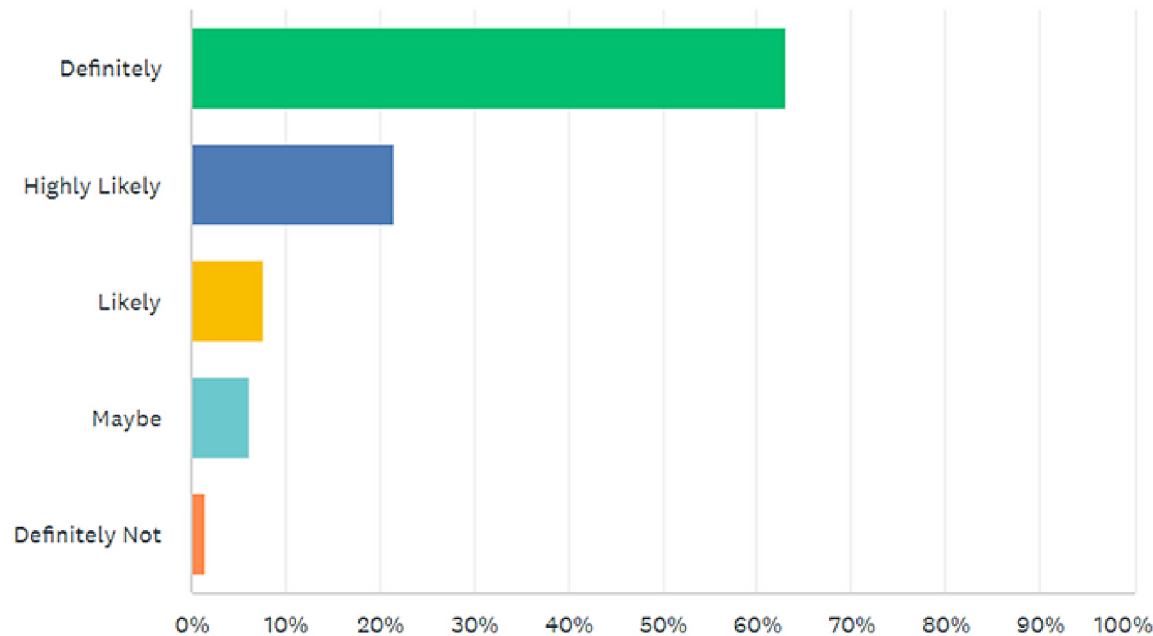
"Izzy is great at checking in afterwards".



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. All of the feedback will be acted upon as we strive to keep evolving and enhancing our service offering. I’m really proud of the results and the way that our team are representing the business. To achieve an average rating of 9.2 out of 10 from our clients is phenomenal!”

**think**  
specialist recruitment

*Chris Jones*