

Executive Summary

The service we provide to our clients and candidates is at the core of Think. That's why each year we survey them to understand how our service is perceived and what we can do to continue to improve it.

This year we added in a question around communication. Overall our communications during the recruitment process are rated high, with 100% of clients rating them as good and excellent. Candidates rated communications slightly lower at 91% good to excellent during the recruitment process.

"I signed up with a few of the High Street 'big boys' as well as some specialist ones, and Think's communication style and keeping me updated was a lot better".

We're reviewing the candidate rating of 82%, for good or excellent communications after the recruitment process, to see how we can improve this. We're already increasing communications to candidates via email and social media around personal development and helping you with your career, plus we've recruited additional resource in the office to increase contact.

Speed of response continues to be rated well, with all but 2 responses across both groups saying it was excellent or good.

"Very quick delivery of candidates who have met our role profiles very closely".

We are already looking at ways to improve the candidate experience and speed of response with our new Applicant Response System to ensure that ALL applicants receive a response after their CV has been considered.

With feedback for candidates being a hot issue in the industry we're really pleased that 93% candidates rated the feedback they received as good or excellent.

"The communication back to me by Think was prompt and thorough with regards to feedback".

Candidates felt briefed and prepared for their interviews with 97% rating this as excellent or good. This was backed up by the clients with an overall rating of 96% for how well briefed and prepared they thought the candidates were.

"I received an amazing amount of support and information, not once was I lost or confused. Everyone was really friendly and helpful".

Overall clients continue to rate Think as either vastly superior or superior than other agencies (82%) and 85% of candidates are definitely, highly likely or likely to recommend Think.

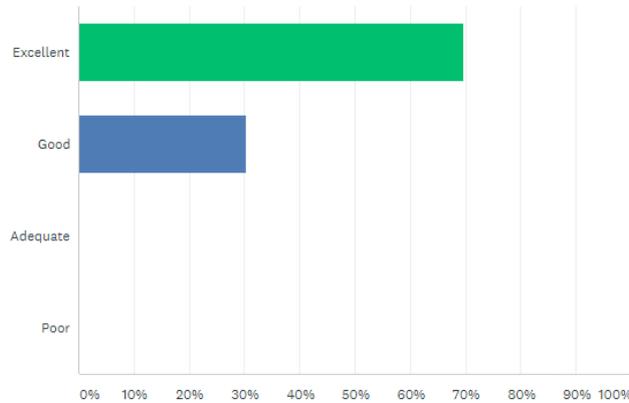
"We started using Think as they were able to come up with far better candidates than the bigger agencies we had previously used, and continue to do so".

"Think understands our company culture and team fit which is a bonus in addition to match candidates with necessary skills and experience".

Client Satisfaction Survey 2017 Full Results

How would you rate our speed of response?

Answered: 23 Skipped: 0



Response was timely but not rushed as Charlotte took the time to find the right candidate for us which was great.

We have taken time to build a great relationship with Think, so I feel we get a great response.

I have recommended Think to my new manager I was very impressed

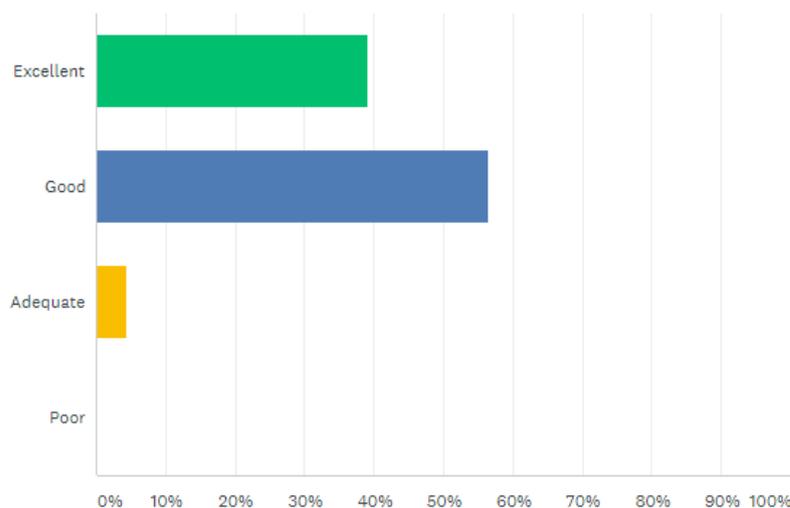
Speedy and accurate

Always great service and attention to detail

Very quick delivery of candidates who have met our role profiles very closely

How would you rate the quality of CVs you received?

Answered: 23 Skipped: 0



CV's were screened before reaching us so what we received matched our requirements

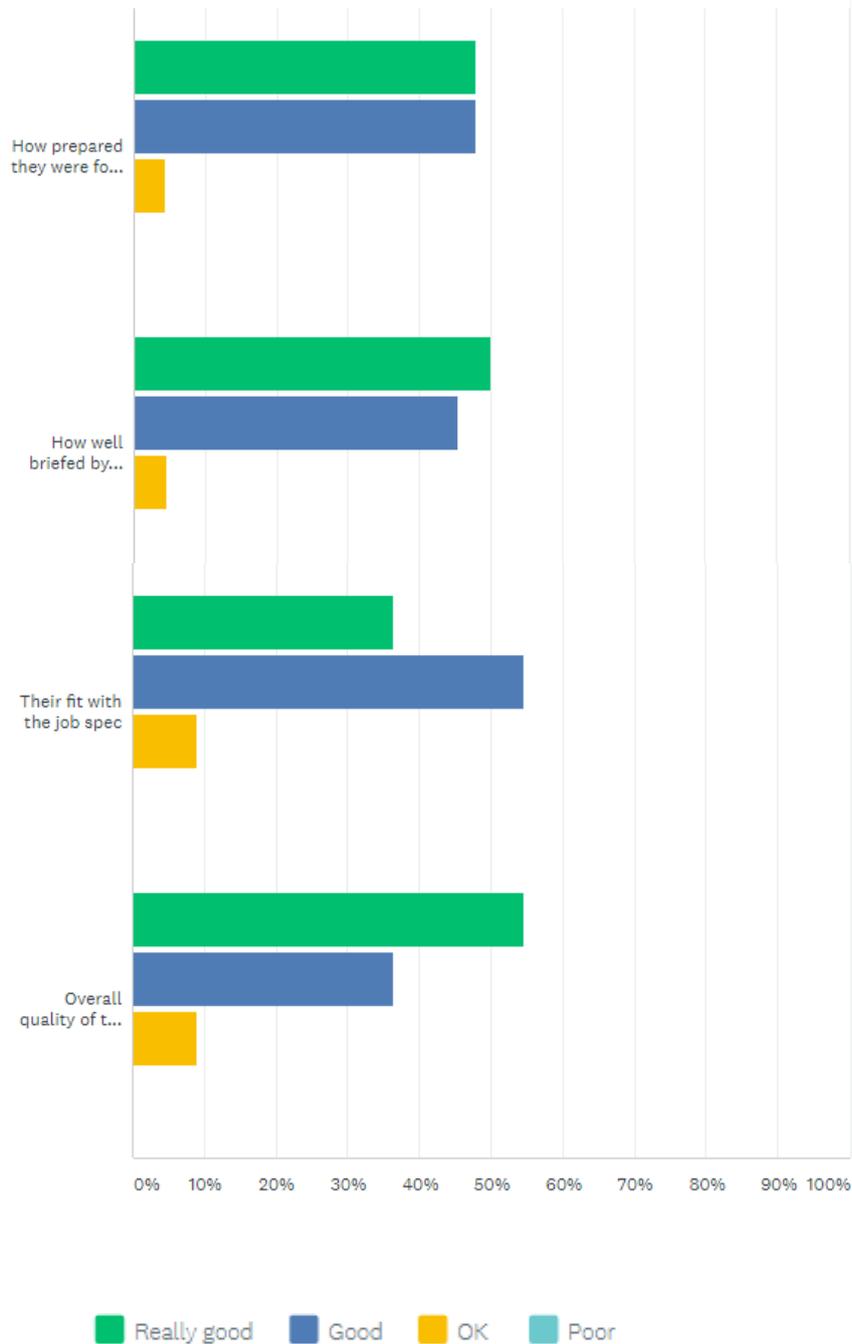
Good candidates submitted

Can appreciate it's not always easy finding candidates related to our industry but at least you try !

The quality in terms of alignment with our job description and person spec is very good. The quality in terms of indicating the extent to which Think have reviewed and standardised the CVs to meet the job requirements are not as high as I have seen from other recruiters.

How would you rate the candidates that you interviewed?

Answered: 23 Skipped: 0



How would you rate the communications you receive from Think

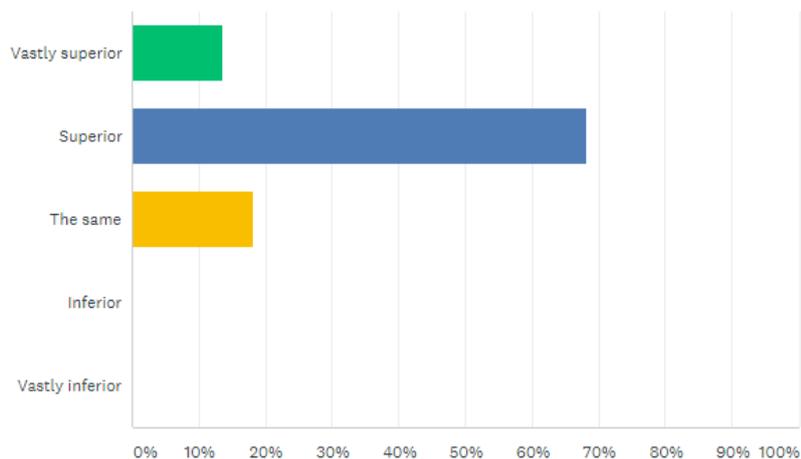
Answered: 23 Skipped: 0

	EXCELLENT	GOOD	ADEQUATE	POOR
During the recruitment process	69.57% 16	30.43% 7	0.00% 0	0.00% 0
After the recruitment process	54.55% 12	40.91% 9	4.55% 1	0.00% 0

Kept in touch even after new employee had started

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

Answered: 22 Skipped: 1



I was pleased that Charlotte took the time to really listen to what is was I wanted in a candidate and then went out to find that.

At a local level, I feel Think offer an excellent level of service backed up by great local employment market knowledge. I'm hoping to use Think much more in the future to service requirements at our Hemel HQ

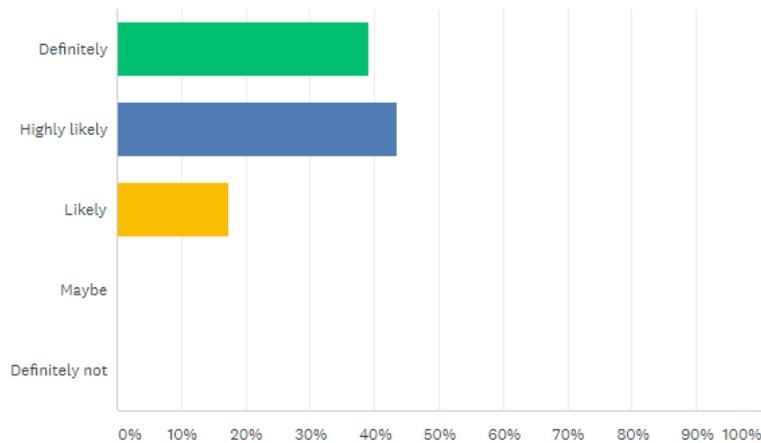
We started using Think as they were able to come up with far better candidates than the bigger agencies we had previously used, and continue to do so

Very good

It's a mixture some you are much better than and others you are the same as. I tend to keep 2-3 agencies I use all the time, but will add in others if the response to roles isn't adequate.

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

Answered: 23 Skipped: 0



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

Really pleased with Think as a whole

Think understands our company culture and team fit which is a bonus in addition to match candidates with necessary skills and experience

Quick, friendly and professional service. Any concerns we have had have been resolved quickly.

Excellent

We would like to feel Think are taking more control of the process, being more proactive after appointments are made.

The service is always excellent even if the candidate isn't successful

A great local agency with a clear determination to provide high quality candidates

Personal service that delivers excellent results

Impressed with the service

We have a good working relationship with THINK and I like the way that you don't push too hard with selling candidates.

I have a good relationship with Think who I believe to be both professional and helpful with all aspects

You totally get both the market and our needs as a client

Overall a good service with good communication. Few issues with candidates.

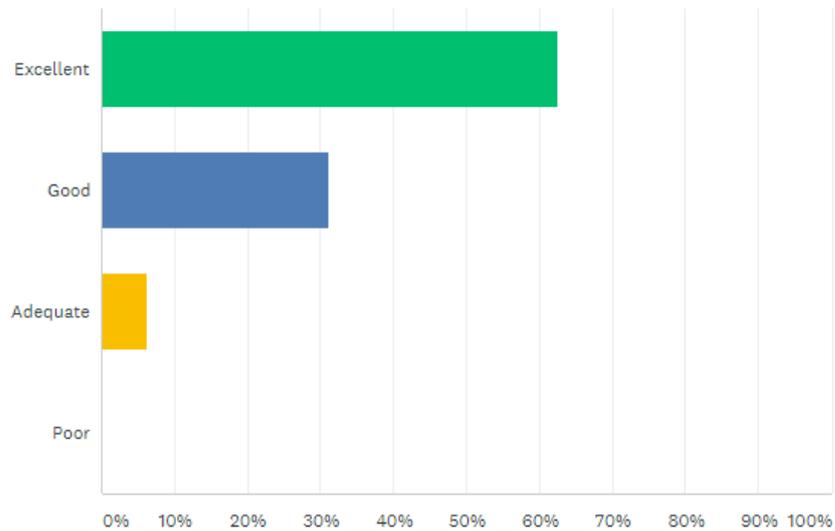
Efficient and good communicators. Find they know our business needs

A very professional organisation who take the time to fully understand client job requirements to then provide very good quality candidates.

Candidate Satisfaction Survey 2017 Full Results

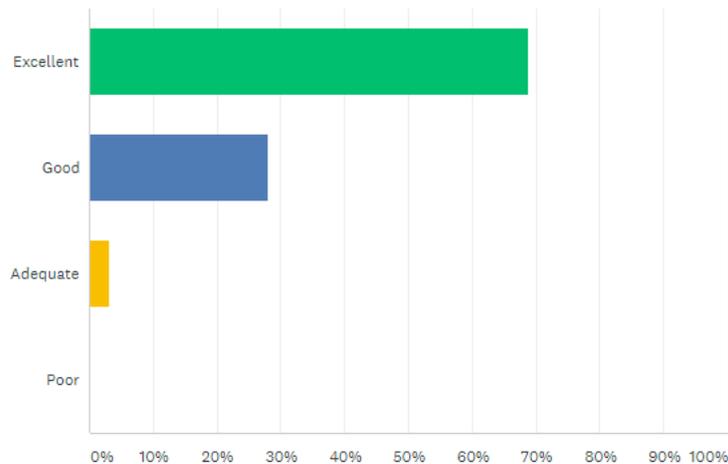
How would you rate our speed of response?

Answered: 32 Skipped: 0



How would you rate the level of briefing you were given about the job opportunity and therefore how prepared you were for the interview?

Answered: 32 Skipped: 0



I have dealt with a lot of Recruitment Agencies recently, and I found Think to be far the most detailed and helpful in helping me through the initial contact route with the employer. The communication afforded me by Chris was excellent

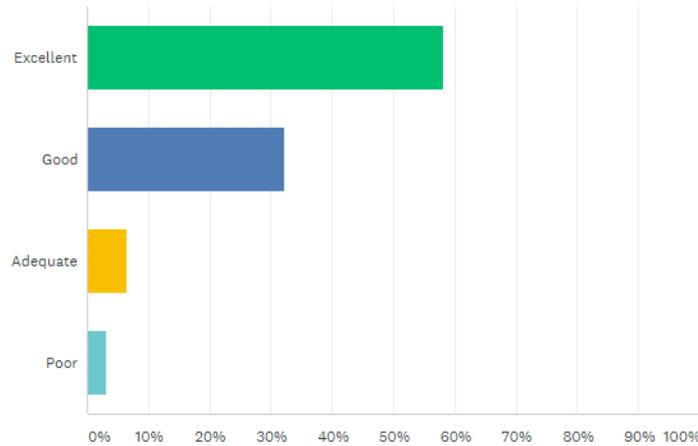
I was clear on the details of the job description and the hours of work.

Was a superb introduction to the company. No need for preparation

Alex is brilliant

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

Answered: 31 Skipped: 1



Chris at Think works very closely with the client and understands the business requirements, as well as employee 'fit' within the organisation

Didn't get an interview position was filled before my interview date.

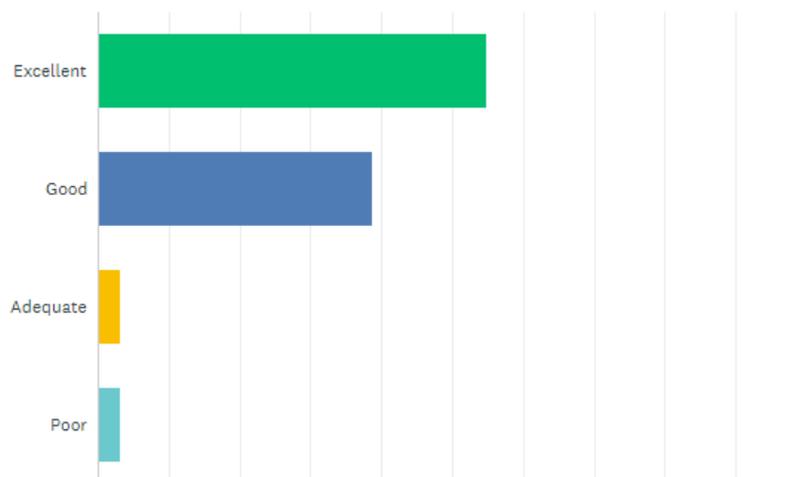
Chris was very honest with me, he answered any pertinent questions I asked openly and gave me guidance in his responses.

Not started contract as yet

Was advised it would be 4-5 days work and ended up only being 2.

How would you rate the feedback you received after interview?

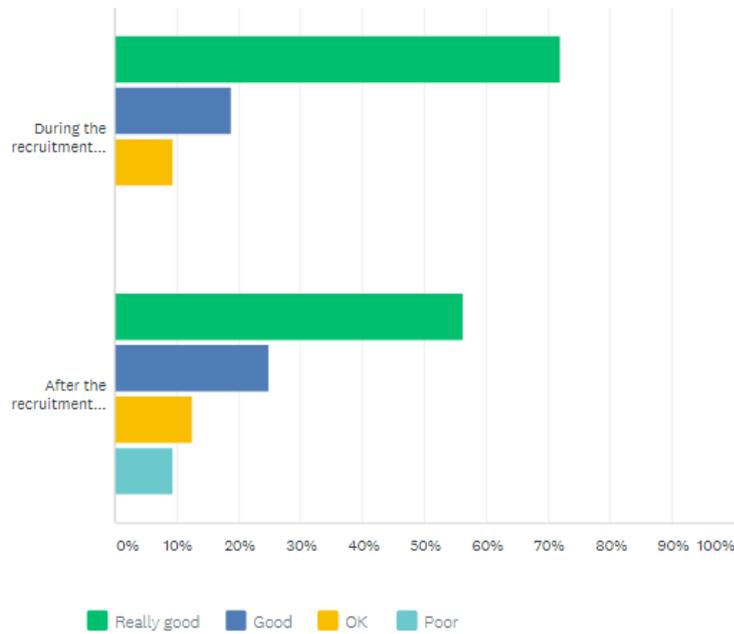
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The communication back to me by Think was prompt and thorough with regards to feedback given to him by the client.

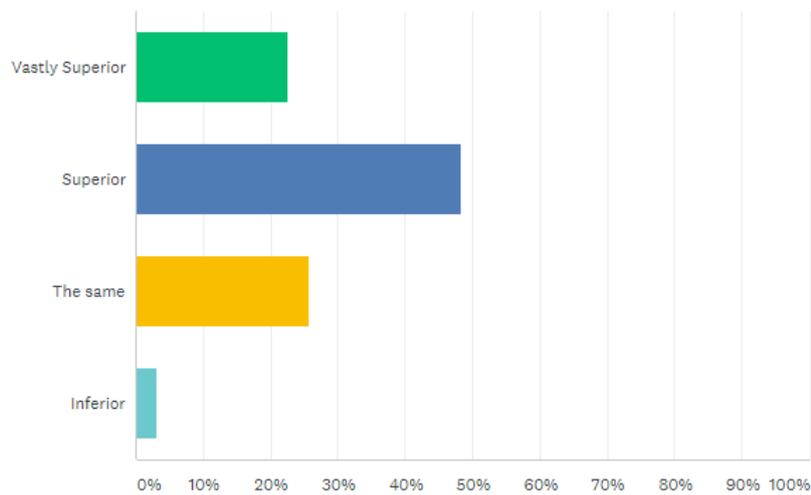
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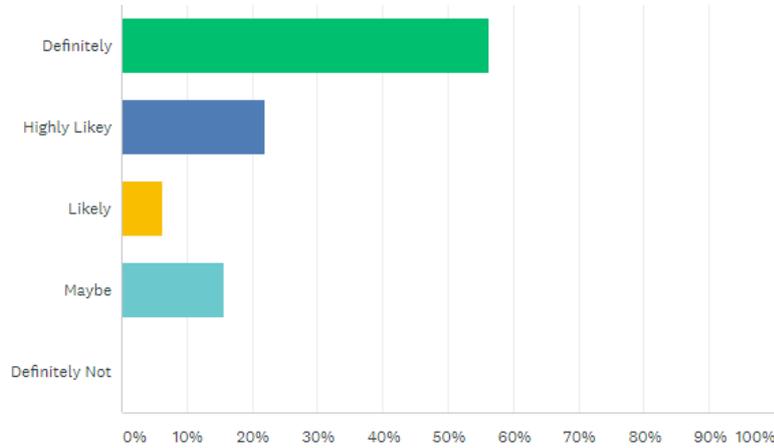
Felt the love

I've never had so much good interaction with an agency previously

A more professional approach than others

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

Answered: 32 Skipped: 0



I have nothing but positive words to say about Think

I have had only one interview through Think so far.

I would not hesitate to recommend this agency in the future and am pleased that ThinkSR are handling my job search.

I say maybe is due to the current work climate - if I met someone with a good work record job searching that would appreciate Think recruitments specialist approach then I would mention.

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

Very efficient and helpful

Chris was great - thank you for your help!

Great communication and knowledge of the recruiting company and role. I really like Chris' relaxed style in being able to communicate well both across the phone, and through face to face meetings

Professional and friendly.

Charlotte was the best

Chris Jones was excellent in supporting to find job

I really enjoyed working with you and hope to do so again in the future. I would happily recommend your company to others and have done so already!

During the recruitment process I was in regular contact with Think, since then however, I haven't heard anything. I've contacted Think on two occasions asking for an opportunities and had no response.

I have only spoken to Chris, however at all times he is professional, competent and honest

When leaving voicemail messages for catch-up following the success of an application, it might be good to state that there's nothing to worry about and that's it's just a quick catch-up call.

Very professional and if the company and I could have agreed on a salary then I would be working for them now. I look forward to working with Think in the near future

Lovely staff and very helpful

Overall a fantastic service

Think recruitment were very proactive and assisted me throughout the recruitment process. One area of improvement is to provide more details about the job role. I felt it was quite vague.

I am extremely impressed with Chris and the team at ThinkSR. They kept in contact without being overbearing, they trusted and respected my experience and how I presented and made me feel supported throughout the process.

I received an amazing amount of support and information, not once was I lost or confused. Everyone was really friendly and helpful.

My experience with Think Specialist Recruitment as an employer has been good the recruitment team are very supportive taking into consideration skillset to match to a company and job that suits you and your skills which most recruitment agencies don't do. They also consider and encourage long term career thinking.

Generally positive, not sure I understood why there was any need for me to speak to Think after starting at the job (and no one seemed to want to tell me that by email).

Alex was great and the initial approach was made by Think

For more information on Think, please visit www.thinksr.com or contact Chris Jones, Managing Director (chris@thinksr.com)