



**CLIENT & CANDIDATE
SATISFACTION SURVEY
REPORT 2025**

think
specialist recruitment

EXECUTIVE SUMMARY

2025 has been another year of adjustment for the UK labour market. Although inflation continued to ease, business confidence has been slow to return and many organisations remain cautious about long-term hiring decisions. The landscape has been influenced by ongoing cost pressures, increased focus on productivity and varying demand across sectors. As a result, recruitment trends have continued to fluctuate, with some employers pushing forward on strategic hires while others take a more measured approach.

Despite the challenging climate, Think's strong foundation - built on [long-term relationships, accountability and a drive for excellence](#) - has enabled us to maintain momentum. Our focus on understanding both our clients' business needs and our candidates' career goals continues to place service at the heart of what we do. Because of this we have seen a consistent flow of vacancies and a healthy level of candidate engagement, underpinned by the trust we have earned rather than the conditions of the wider economy.

This year's Customer & Client Survey reflects continued confidence in our approach:

- [Speed of response remains one of our strongest attributes, with 100% of our clients rating us as good to excellent.](#)
- [Quality of candidate shortlists continues to be highly valued, with clients recognising our commitment to presenting individuals who are capable, motivated, and well-matched to the role and culture.](#)
- [Candidates report feeling well-supported throughout their journey, highlighting the clarity of information provided and the level of communication from our consultants.](#)
- [Initial results indicate that client satisfaction has remained consistently strong, and candidate confidence in our preparation and briefings continues to be extremely positive.](#)

As one client reflected this year:

["In all honesty the service we have received and the relationship that we have built would be hard to improve on."](#)

These results reinforce the strength of our relationships and the expertise of our team. They also highlight where we can evolve further, continuing to improve communication touches, further investing in candidate experience, and refining our approach to meet market demands as conditions shift.

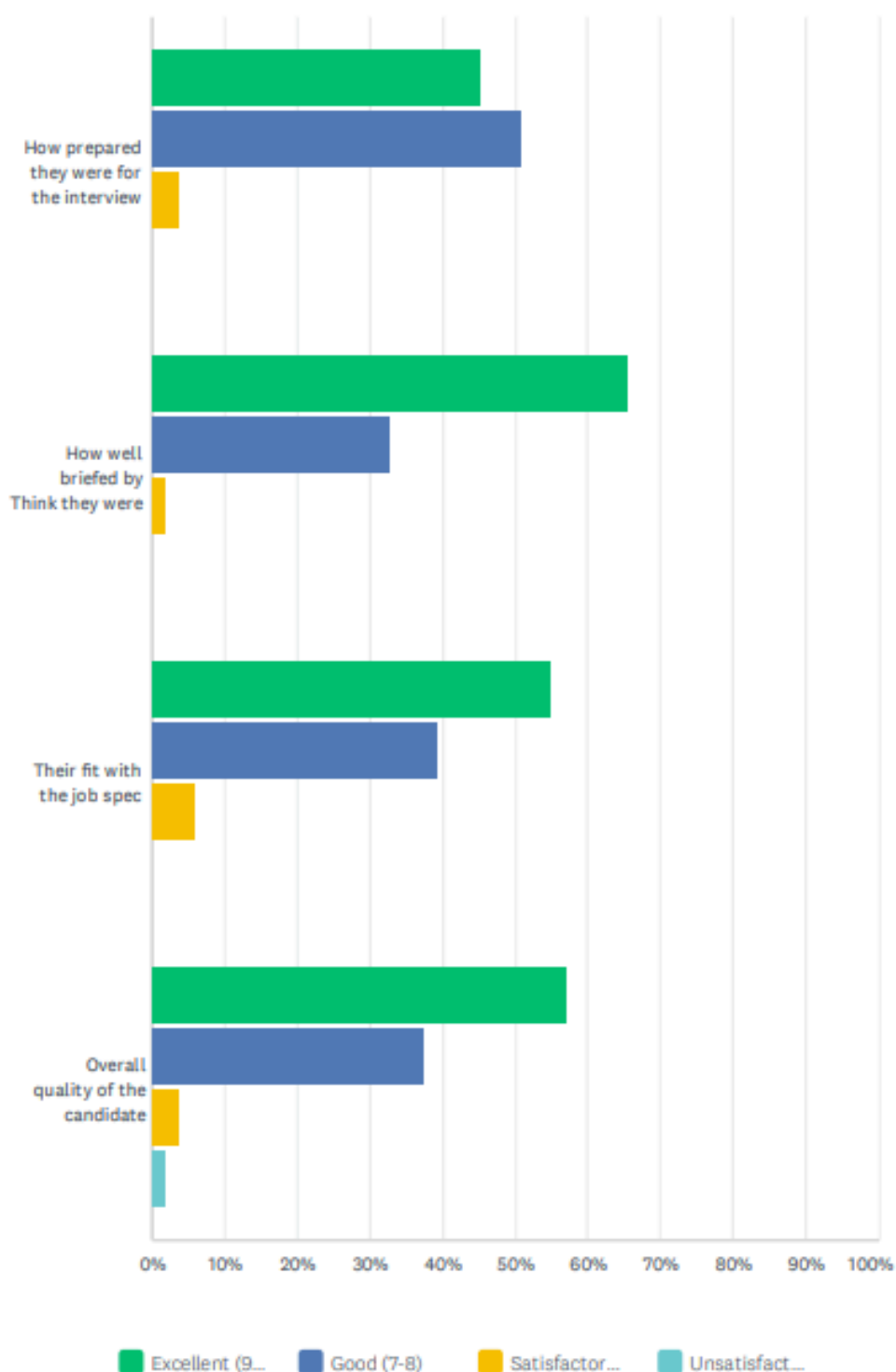
Once again, this survey demonstrates our commitment to excellence and to continuous improvement. We remain focused on delivering a service that supports long-term hiring success, and we will continue to use the feedback we receive to shape future development, training, and process enhancements.

Our priorities for the year ahead are simple:

[To strengthen relationships, uphold our accountability and excel in the service we deliver to every client and candidate that we support.](#)

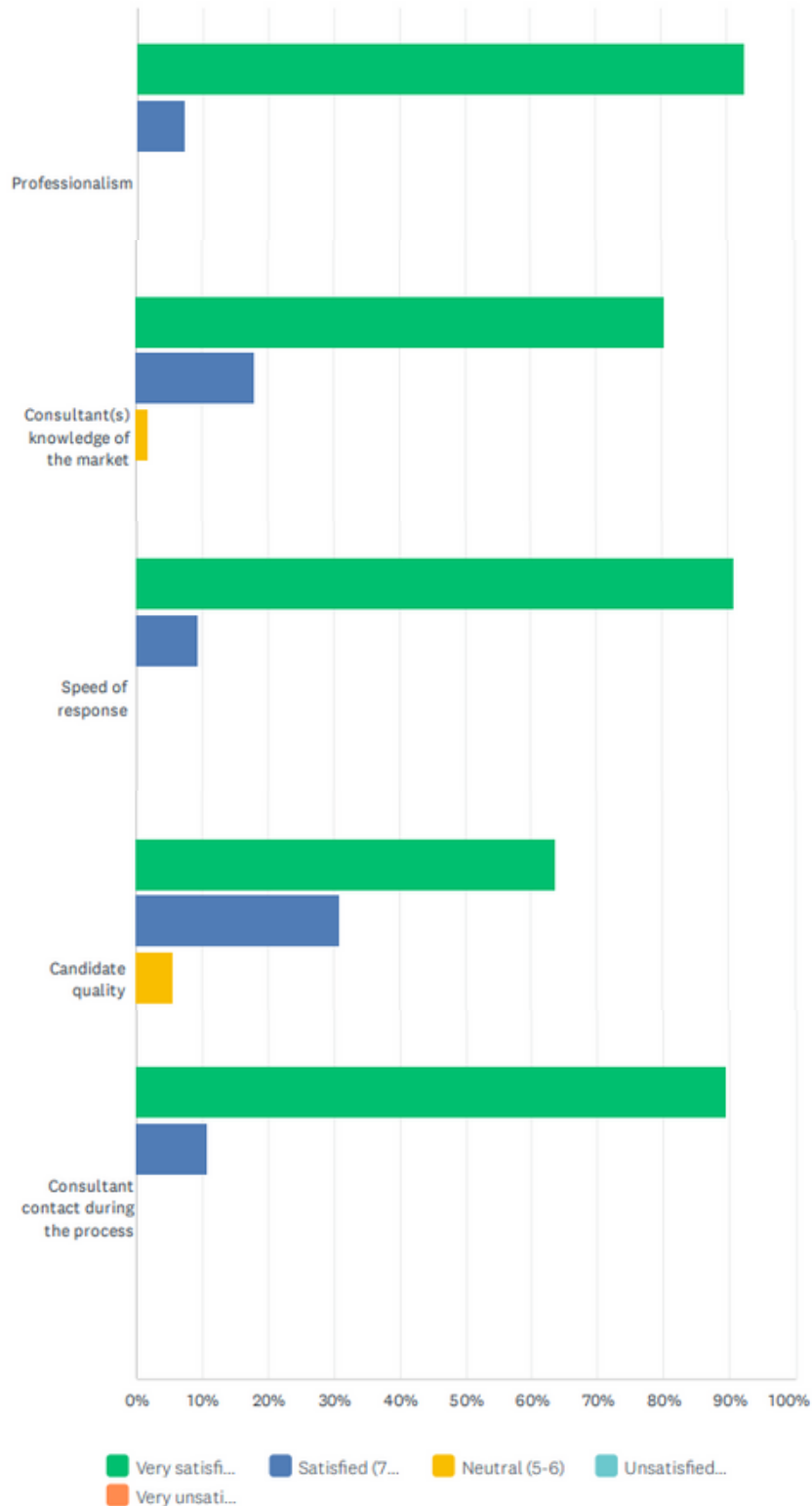
CLIENT SATISFACTION SURVEY 2025 FULL RESULTS

How would you rate candidates that you interviewed?
(Equivalent score out of 10).

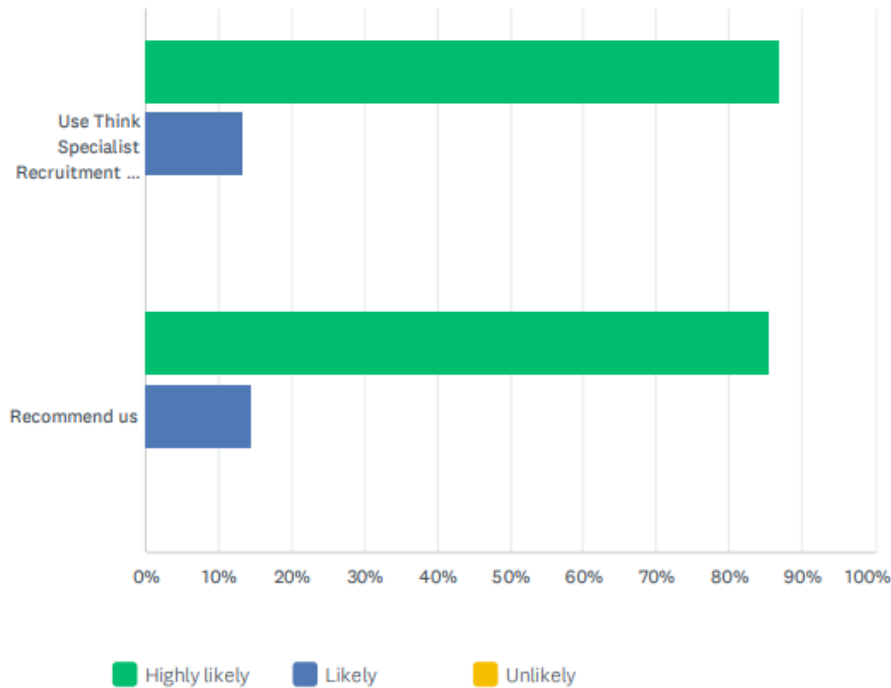


CLIENT SATISFACTION SURVEY 2025 FULL RESULTS

Please rate your overall satisfaction of ThinkSR in the following areas:
(Equivalent score out of 10).



How likely are you to:

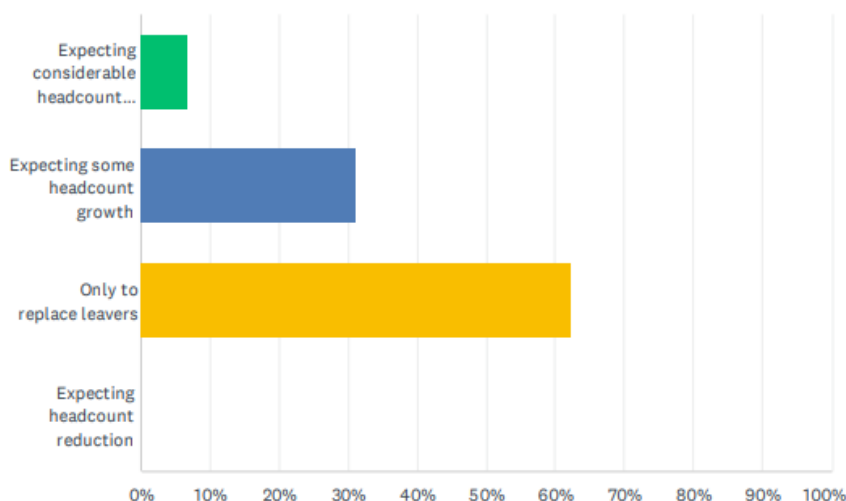


How impressed are you with your overall experience of Think on a scale of 1 to 10?

9.4 ★
average rating



What are your recruitment plans for 2026?



'I think they are probably the best agency I have worked with in my 20+ years in HR' '

'All my interactions with Think Specialist Recruitment have been excellent....We truly appreciate their partnership and look forward to continuing our successful collaboration.'

'Would 100% recommend THINK SR to anyone looking for a recruitment partner they can trust.'

'You guys have always listened to what we need and delivered.'

'Quality of professionalism was equally high across all the consultants (temp and perm)'

'Beth & Sophie have been excellent at finding candidates for both a temp & Perm role'

'In all honesty the service we have received and the relationship that we have built would be hard to improve on.'

'Beth and Bobby have always been helpful and provided a great service'

'Think are my first choice when I need to recruit for my team.'

'Vicky Baxter is amazing, very professional, efficient and approachable.'

'Always there when you need them be it as a client or candidate'

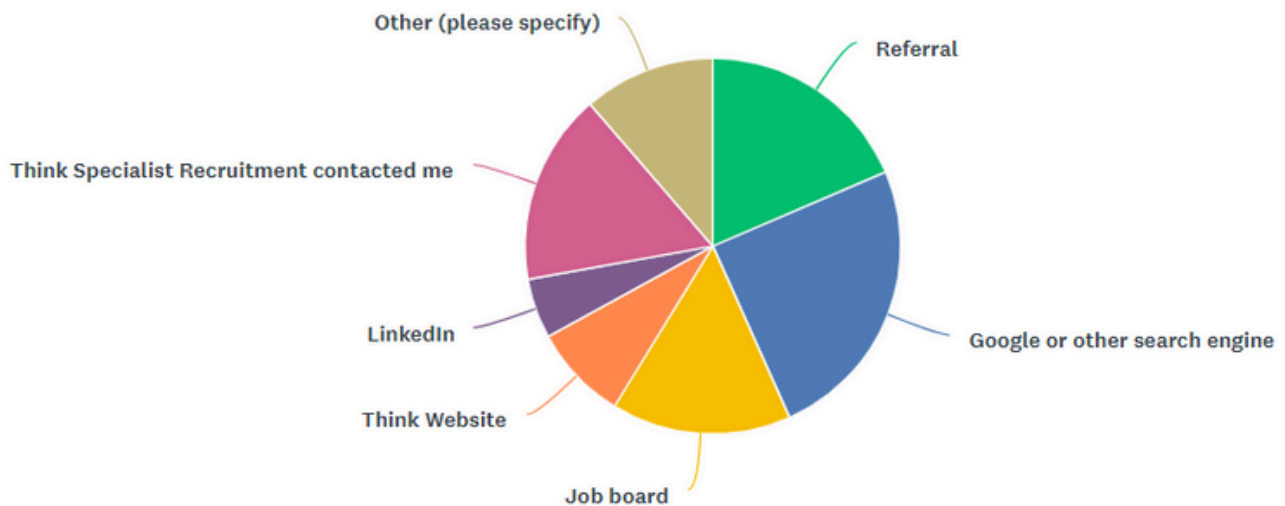
'I worked with Bobby Collins who was extremely professional and helpful throughout the process from start to finish. Would highly recommend.'

'Working with Think Specialist Agency has been an absolute pleasure. They consistently supply us with reliable, hardworking temporary staff who slot seamlessly into our team. ...I genuinely trust them to deliver every time.'

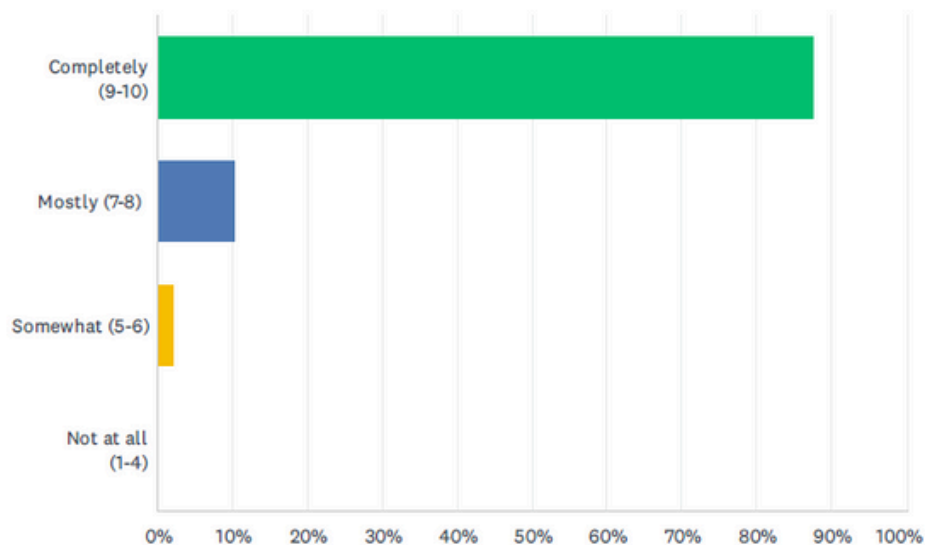
'Clare was super helpful and responsive to our urgent needs.'

CANDIDATE SATISFACTION SURVEY 2025 FULL RESULTS

How did you first hear about Think Specialist Recruitment?

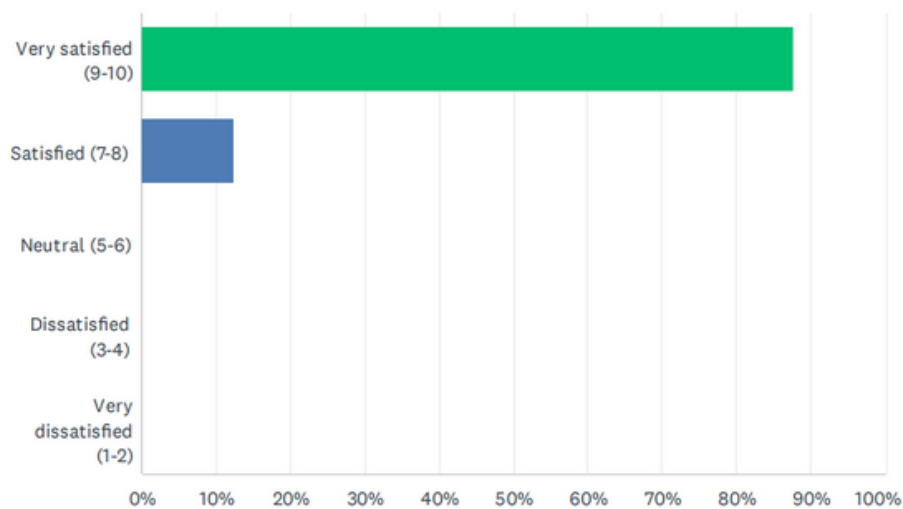


How well did our team understand your career goals and experience?
(Equivalent score out of 10).

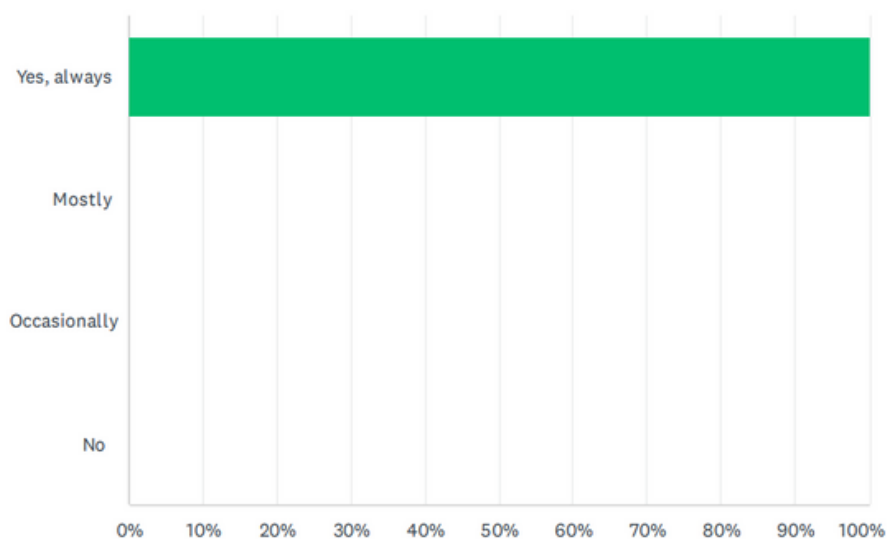


CANDIDATE SATISFACTION SURVEY 2025 FULL RESULTS

How satisfied were you with the communication you received throughout the process?
(Equivalent score out of 10).

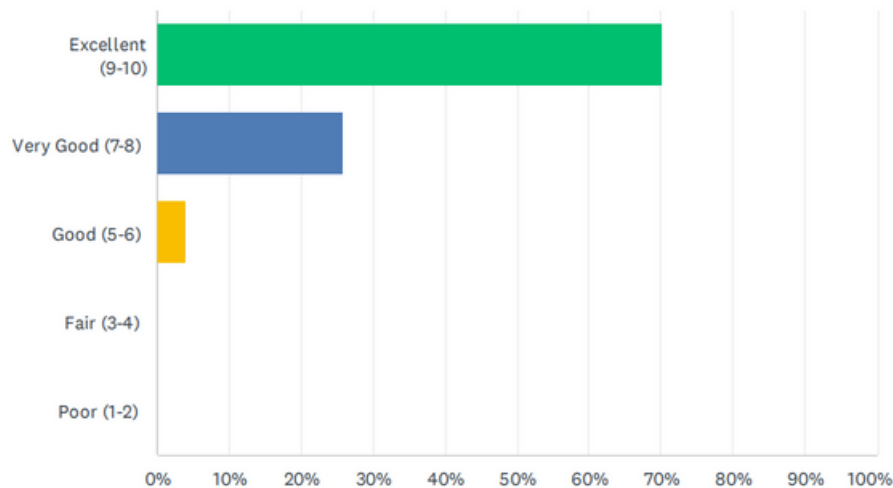


Do you feel as if you were treated with respect and professionalism by our consultants?

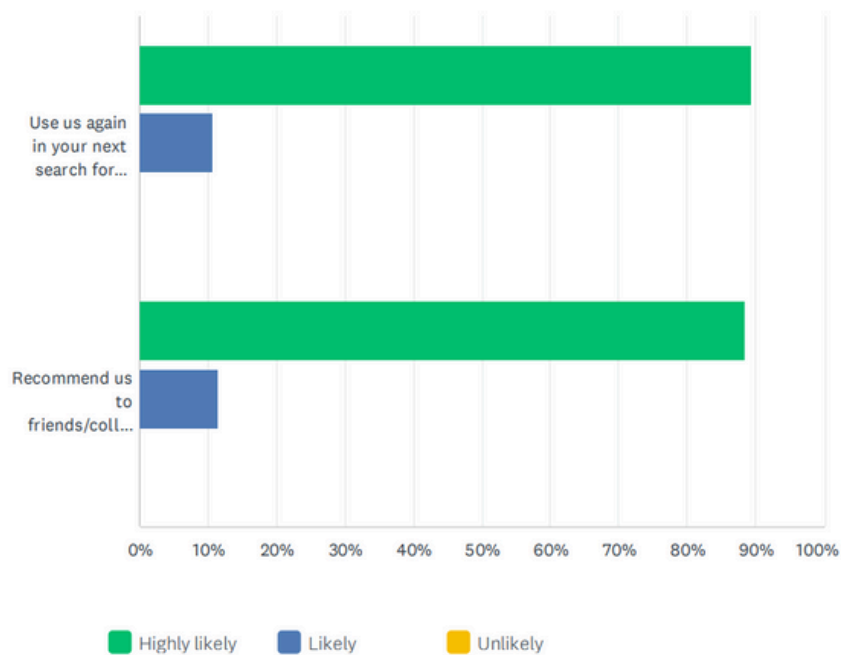


CANDIDATE SATISFACTION SURVEY 2025 FULL RESULTS

How would you rate the quality and relevance of the job opportunities we presented you?
(Equivalent score out of 10).

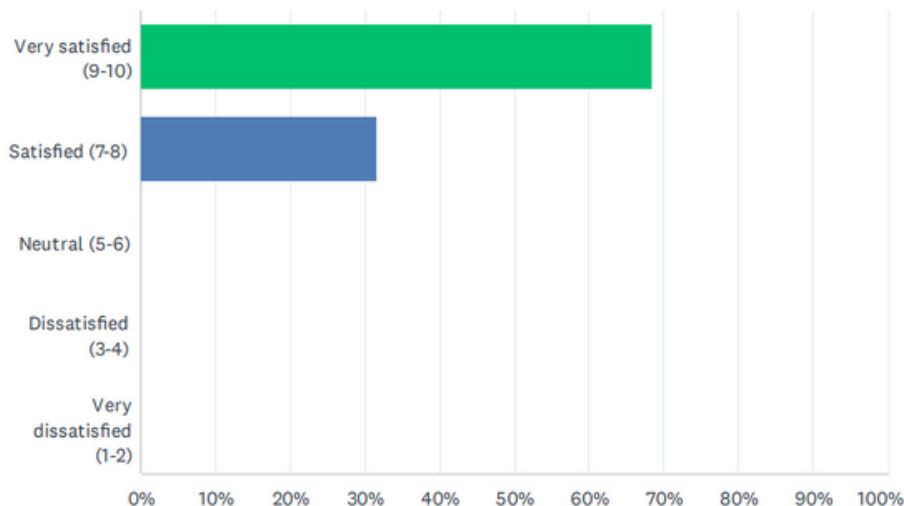


How likely are you to:



CANDIDATE SATISFACTION SURVEY 2025 FULL RESULTS

How satisfied are you with the role you were placed at by Think Specialist Recruitment?



'Think, is the standard compared to other agencies, including well known names in the industry. They can all take a leaf out of Think's way of doing things - the employee experience matters so much, especially with the up and down market. Think adapt and pivot, meeting client needs while not compromising on the employee experience. Keep doing what you do, it's a great team!'

'The customer service is first class. Ryan and Bobby make me feel important and always take my calls. They are clear and always communicate very well and effectively. They provide a friendly and personal service. No other agency compares. Thank you guys. You are an absolute pleasure to deal with.'

'The staff are incredibly talented, professional and dedicated. Always been made to feel a top priority.'

'Really genuine consultants who go out of their way to understand what you are looking for'

'Sophie Clarke has been amazing throughout, keeping in contact every step of the way.'

'A big thank you to Beth! She has been super helpful throughout this process, always offers advice and is constantly on it. Very professional and always offers prompt responses. I have no complaints at all, thank you 😊'

'They are so professional and understanding would recommend them to anybody. Bobby is truly amazing.'

'Communication is always clear, a friendly team, who are always willing to help'

'Clare! She understands the need far down to personal level without pushing to compromise professionally, which I saw some other agents doing'

'All members are very professional and a pleasure to deal with.'

'The team will go over and beyond. Excellent relationship and communication'



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 2026 as we continue to strive for excellence. To achieve an average rating of 9.4 out of 10 from our clients is phenomenal and reflects the hardwork and determination of our established team of consultants!”