

CLIENT & CANDIDATE SATISFACTION SURVEY REPORT 2023



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.

2023 has been a challenging year for many businesses; faced with inflation, rising interest rates and a tight labour market. We have seen a continued shortage of candidates this year as businesses are doing all they can to retain staff in these uncertain times. Our staff and our business have worked incredibly hard to become the agency of choice for both Clients and Candidates, and ensure that we provide a high quality service.

We are proud to say that our speed of response is still rated highly with 100% of our Clients and 97% of our Candidates rating us as good to excellent. One of our Clients wrote:

'Always respond really fast to let me know if they can help or not. Speed of response to any requests and queries is always excellent.'

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 97% of our Clients rated the candidates they interviewed as good to excellent.

'Think did a fantastic job of sourcing excellent quality candidates'

Equally 97% of our Candidates rate general communication from ThinkSR as good to excellent. 95% of our candidates rate the information provided on a job opportunity as good to excellent. 96% felt well briefed and prepared for the interview or assignment.

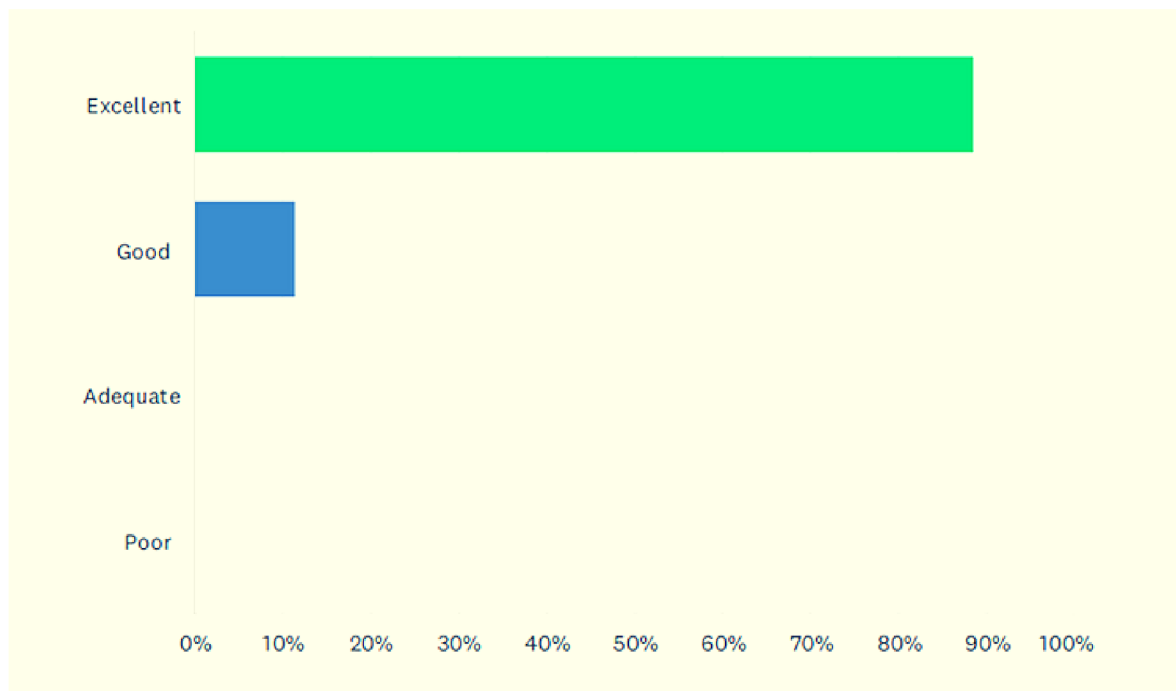
This is the second year we have asked our Clients to rate us on a scale of 1 to 10, we are delighted that our average rating comes out at a score of 9.1!

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.

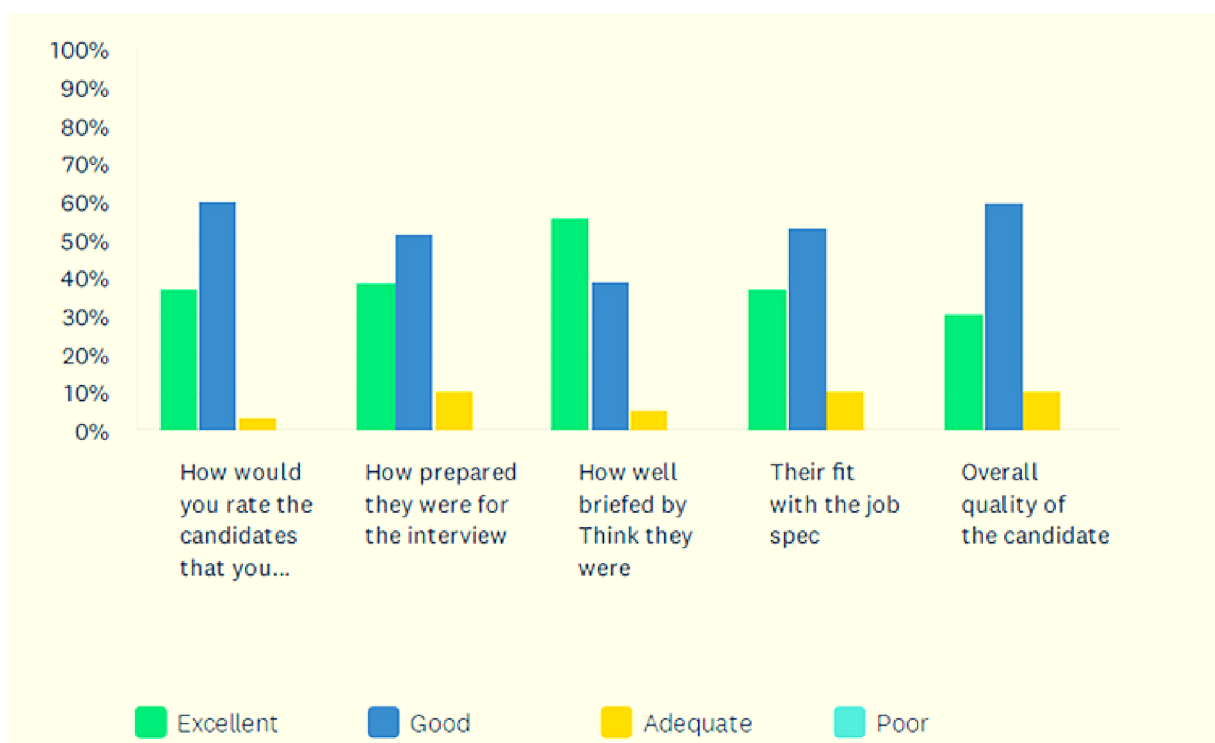
CLIENT SATISFACTION SURVEY 2023 FULL RESULTS



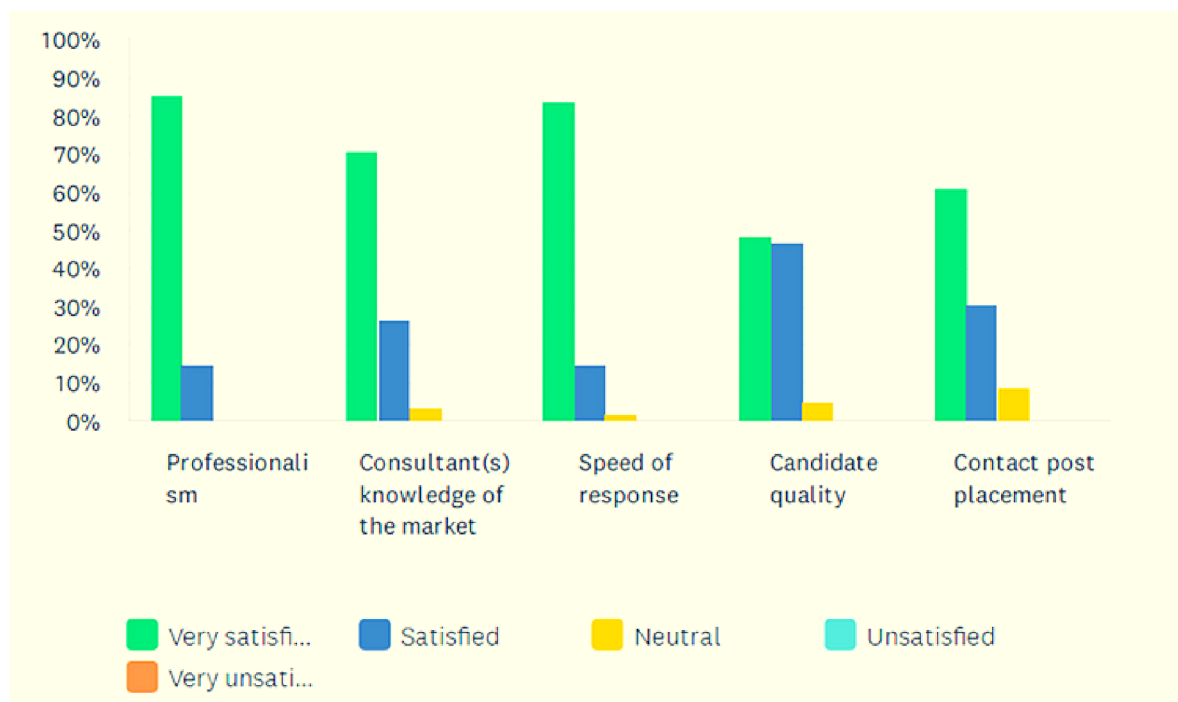
How would you rate our speed of response?



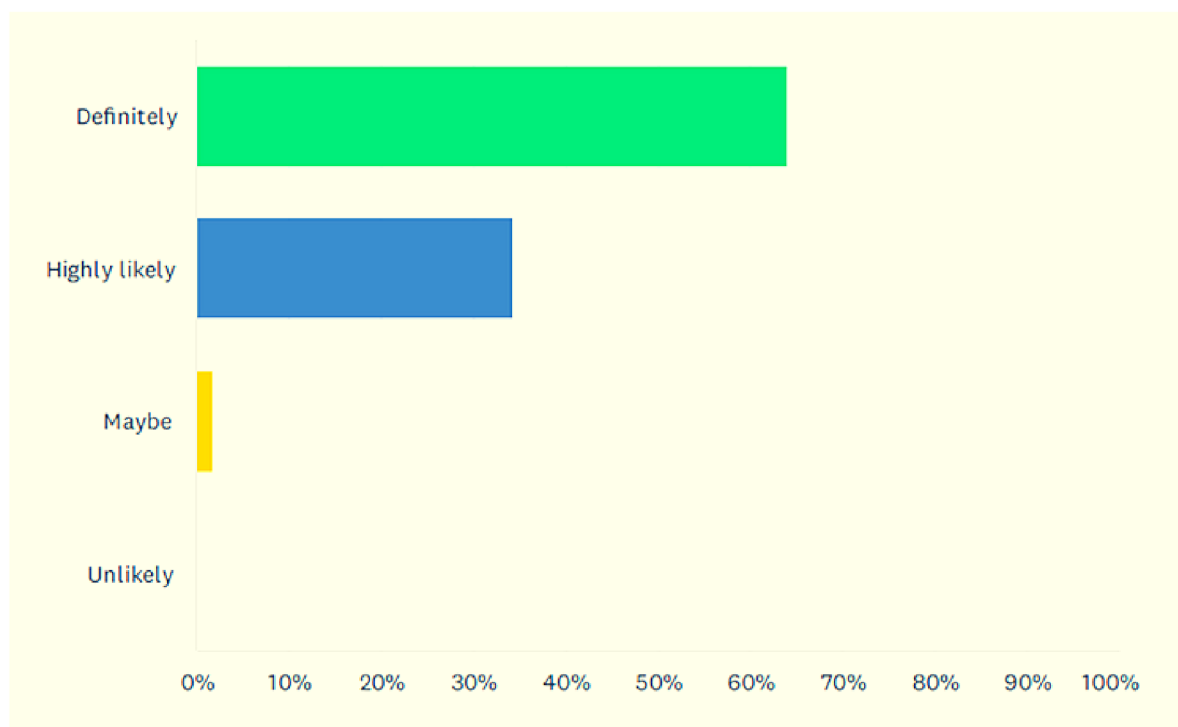
How would you rate the candidates that you interviewed?



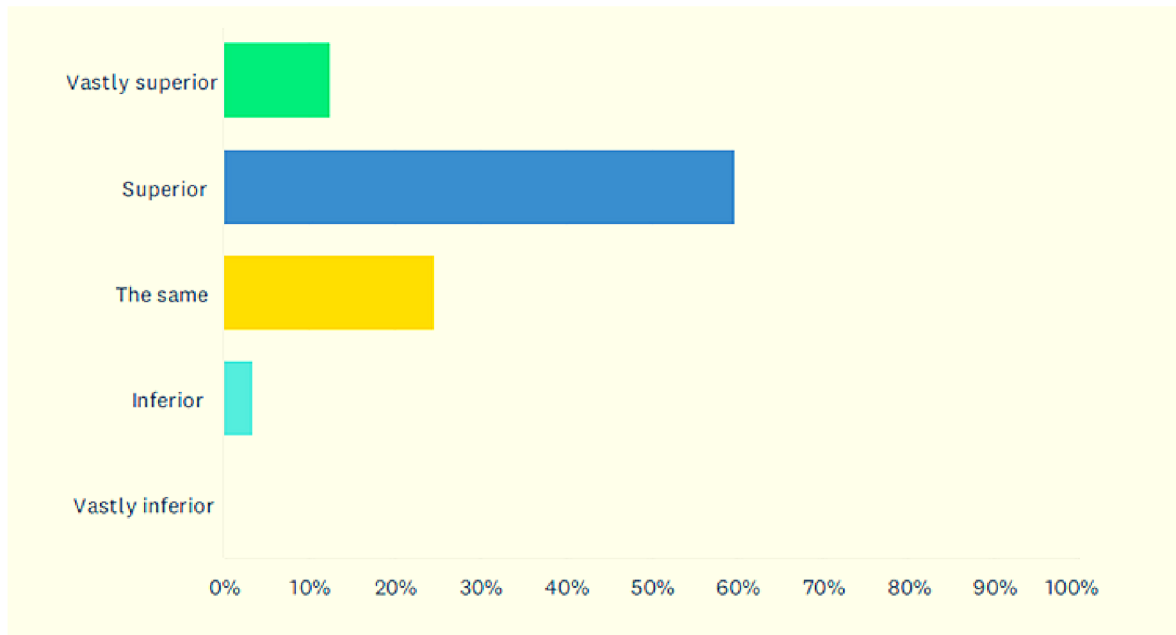
Please rate your overall satisfaction of Think SR in the following areas:



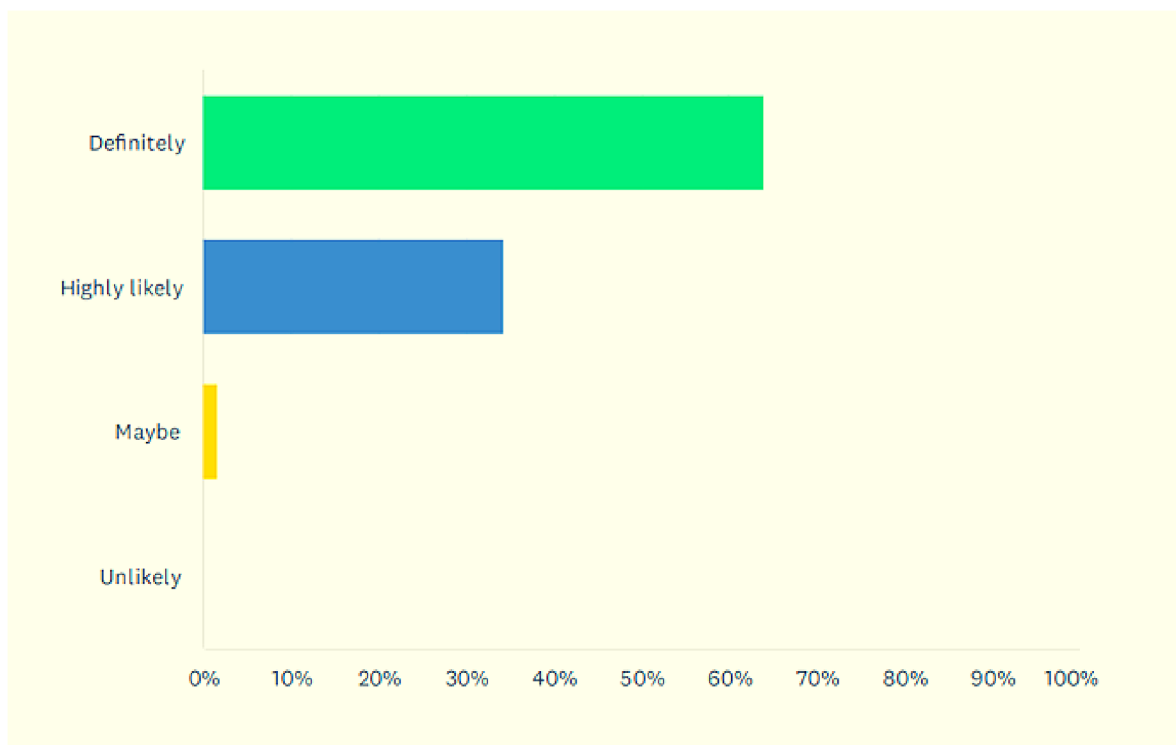
How likely are you to use/recommend Think to friends or colleagues in the future?



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?

9.1★
average rating



Overall Client comments:

- Excellent customer service. You are committed to understanding your customers which translates into getting the right candidates into the right teams.
- Bobby is very proactive and engages at the right times with me
- I had to move on a vacancy really quickly and within an hour of speaking with Clare I had couple of candidates lined up for interviews the next day.
- Sophie and Beth have been amazing and always provide me with quality candidates for all of our roles
- Sophie is amazing and we wouldn't have filled a lot of our roles without her
- Izzy has been very helpful
- Always respond really fast to let me know if they can help or not. Speed of response to any requests and queries is always excellent.
- Sophie is lovely, very helpful, keeps us informed on candidates and keeps in touch throughout the year to check if we are recruiting.
- Bobby Collins and his team have always been very attentive and prompt in their responses or to answer any questions and provide any candidate updates
- Good to see they follow-up and keep in-touch with candidates progress from 1month-1 year after
- A wonderful experience with Bobby and Izzy at our local branch of Think. We get a personal and efficient service where they actually listen to our needs. Most importantly we receive good quality candidate CV's quickly which assures they are most likely going to fill all our commercial positions.

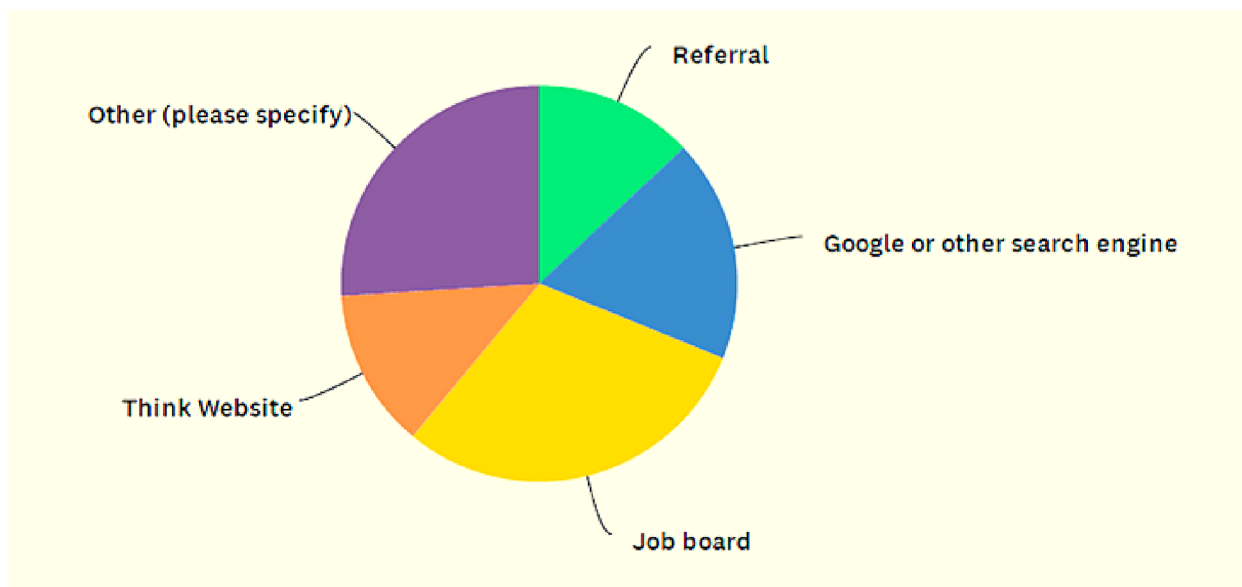
Overall Client comments continued:

- Izzy came to visit us before we committed - got to understand what our business did and our requirements, which was important to us as our requirements were specific.
- Think are better than a lot of agencies and as they are local to us we found them to be attentive to our requirements. It is sometimes hard to know what exactly employers are looking for. But now we have built this relationship with Think, hopefully when we need anyone else, they will know our business to be able to find the right person for us. We have had two excellent staff from Think, which is why we are grateful to Think for introducing them to us.
- We've been using Think exclusively for a few years now because they have a better pool of candidates than some other agencies, and they are always professional and a pleasure to work with.
- Clare has been very understanding as it's taken time to get to the point where I was ready to interview due to overwhelming work commitments. Once we got the process truly up and running flowed very well.
- Team have always been very responsive
- Think did a fantastic job of sourcing excellent quality candidates
- Think Recruitment were fantastic in providing HR Assistance support, they thoroughly understood the brief, role and our organisation and submitted very high quality candidates. Their communication was excellent which made the process seamless.
- Always very attentive to any questions or queries
- Think! spent a large amount of time with us which proved to be pivotal in recruiting correctly. The friendly, personal touch that Think! provide is critical to the excellent service they deliver. Thank you
- Bobby has always been quick to come back to me whenever we have worked together!
- Bobby is easy to deal with and the temp process has always been smooth - makes us more inclined to lean on you for help in our busy periods.
- Market knowledge is exceptional and suited to find the right candidates for the client
- I have found Think very helpful and professional. Beth has recognised our need from the off and has given us the attention needed. We were recruiting a large group in a small period of time and this was no mean feat. We were supported throughout the process.
- All staff are friendly and seem to care about what they do.
- Initially made contact for another vacancy I was discussing internally and was impressed with Chris's integrity and honesty. I thought that Think would be a good partner going forward, matching our values.

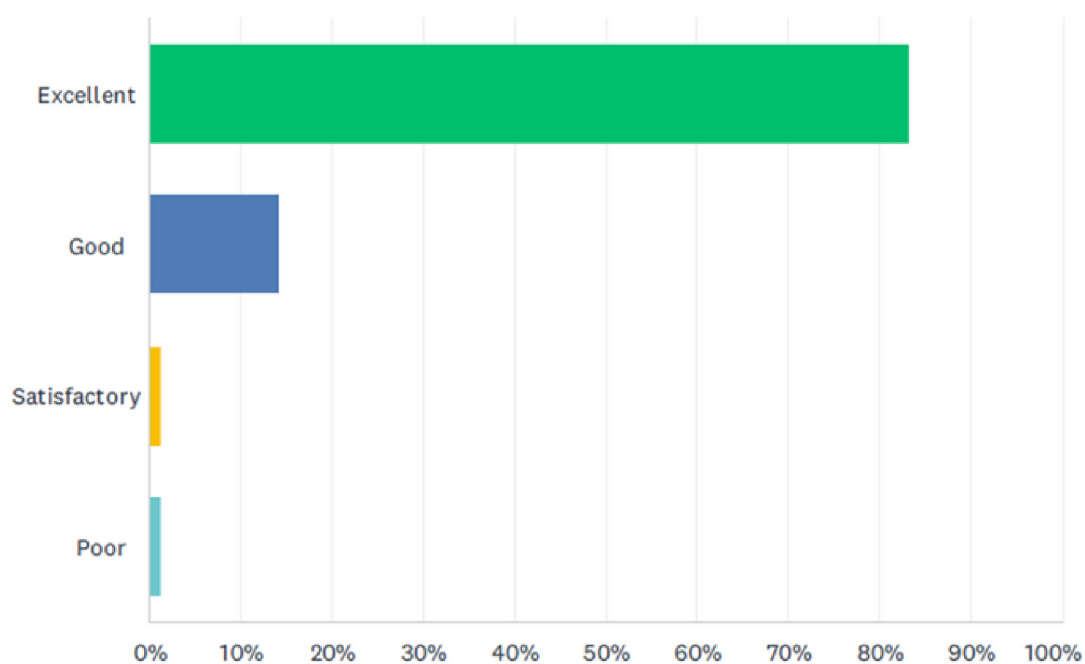
CANDIDATE SATISFACTION SURVEY 2023 FULL RESULTS



How did you originally get in touch with us?

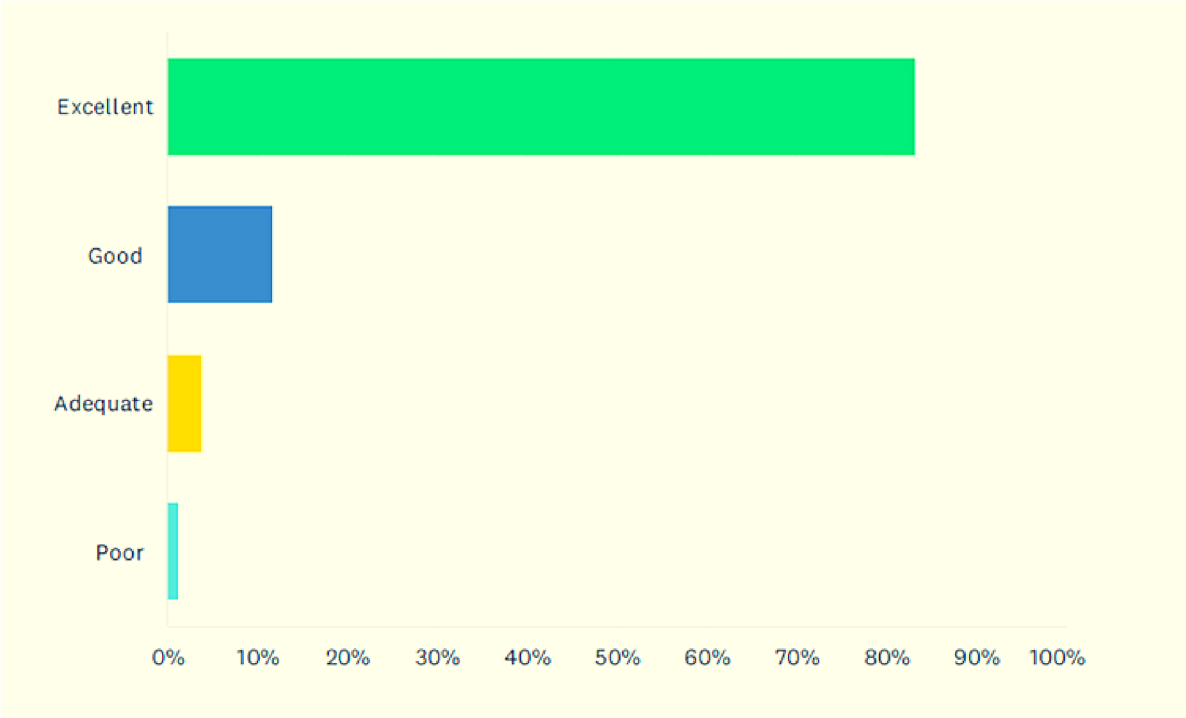


How would you rate our speed of response?

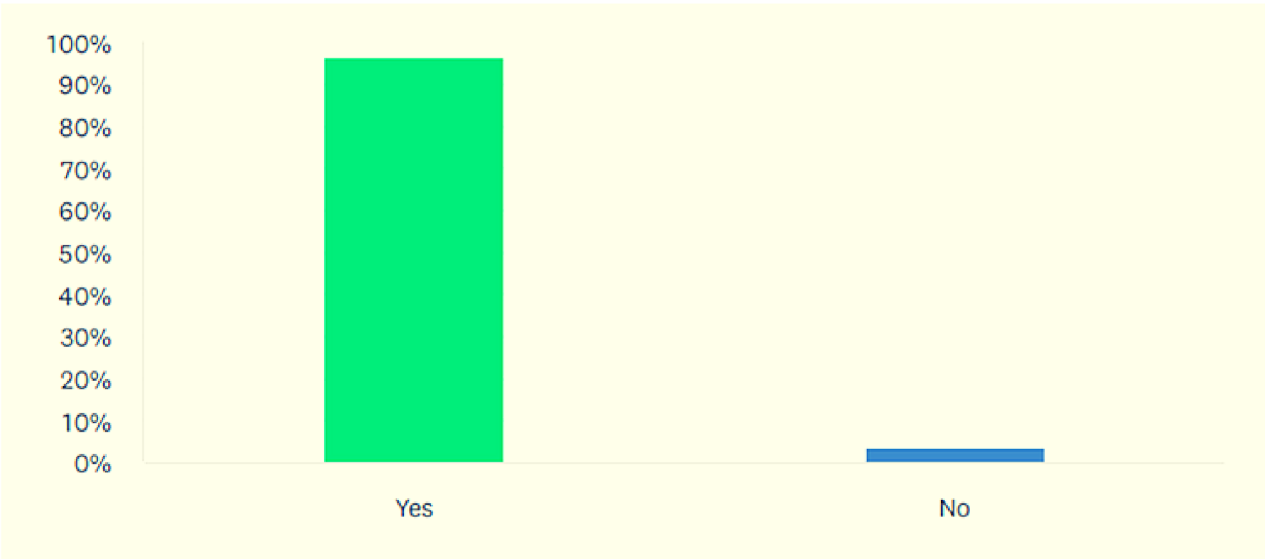




How would you rate the level of information you were given about the job opportunity?

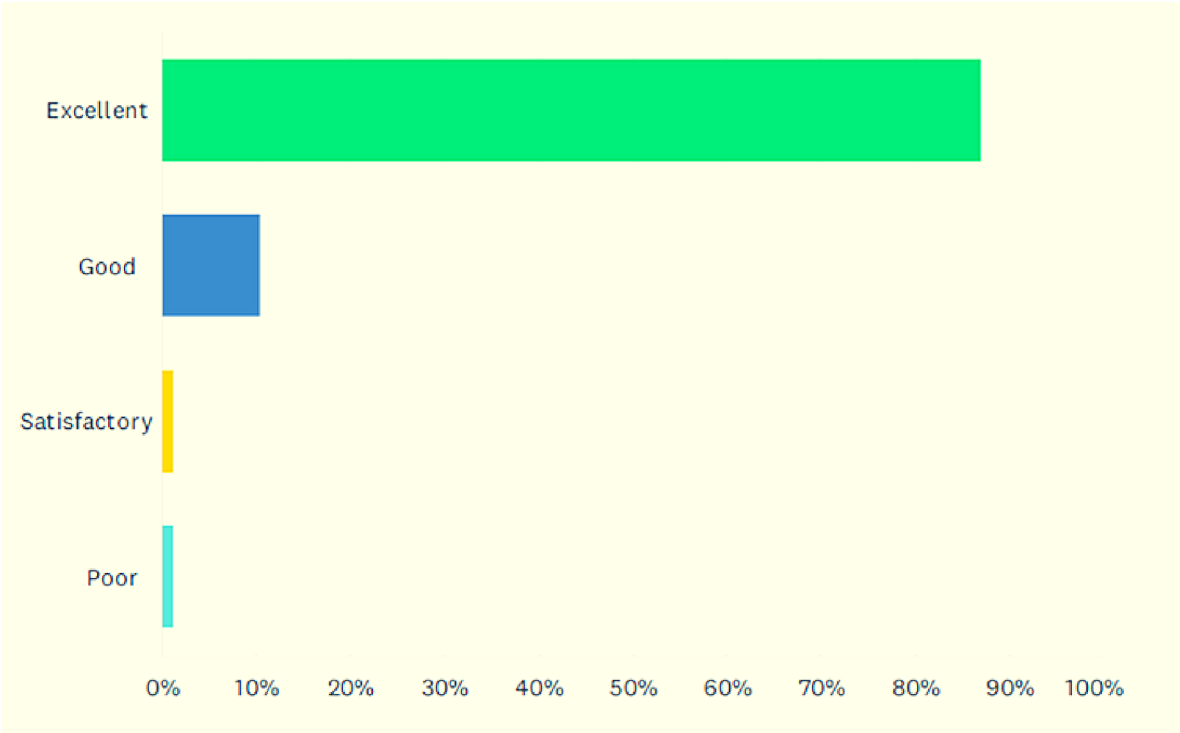


Were you well briefed and prepared for your interview/temp assignment?

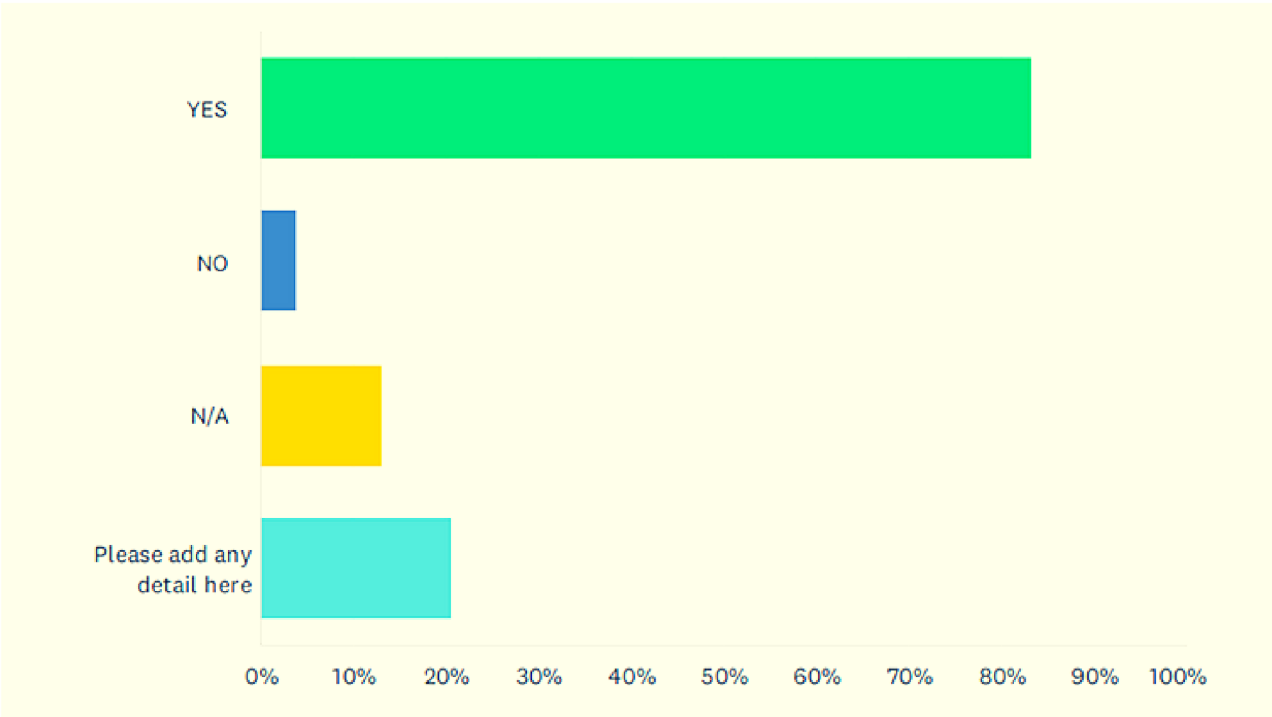




How would you rate the general communication you received from Think?

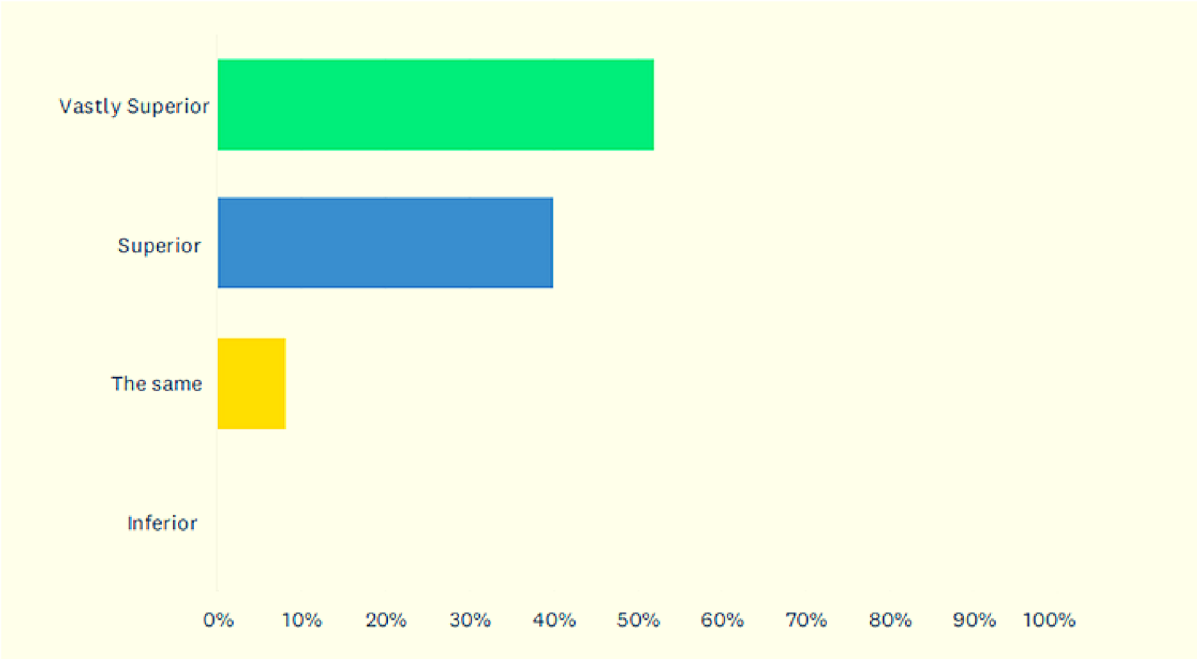


Were you contacted post placement?

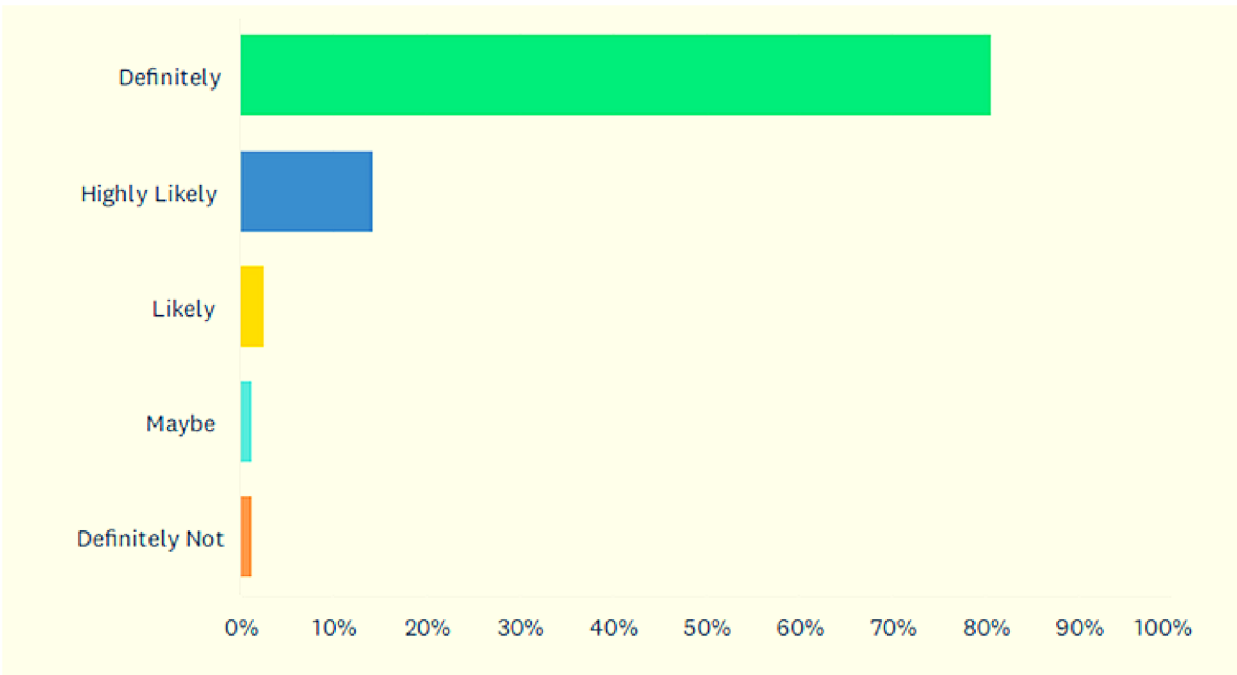




How do we compare to other agencies you have used?



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 2024 as we continue to strive for excellence. To achieve an average rating of 9.1 out of 10 from our clients is phenomenal!”