



# **THINK CLIENT & CANDIDATE SURVEY 2021**

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## EXECUTIVE SUMMARY

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Think Specialist Recruitment's company values are:-

- Building long term relationships
- Being accountable
- 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 our clients and candidates to understand how our service is perceived and how can improve upon it.

Our speed of response continues to be rated highly with 100% of Clients rating us as "good" to "excellent". Alongside this our general communication with Candidates has increased to 95% saying we are either "excellent" or "good". This is down to our focus on communication as well as our strong aftercare service, where our team keeps in touch with both client and candidate to support and ensure both are happy with how they are progressing in a new role.

**'Response is excellent and communication is spot on delivering high quality candidates time after time!'**

Candidates felt briefed and prepared for their interviews with 97% rating this as "excellent" or "good". This was backed up by Clients with 100% stating how well briefed and prepared candidates were for interview.

**'It was clear that Think SR had detailed knowledge of the role I was applying for and the process I would be going through. Think SR was able to prepare me in advance of the interview in a way that most agencies aren't.'**

Overall, Clients continue to rate Think as either "vastly superior" or "superior" to other agencies (80%) and 97% of our clients are "definitely" or "highly likely" to recommend us to friends and family. Our candidates also rate Think as "vastly superior" or "superior" to other agencies (89%) and 95% are "definitely", "highly likely" or "likely" to recommend us.

**'No other recruitment agency that I have dealt with has come close. We are spoilt with you - the bar is very high.'**

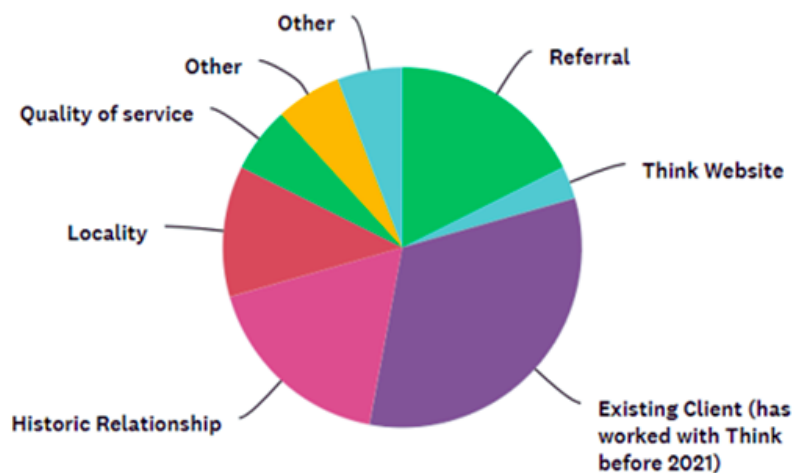
This questionnaire demonstrates our commitment to providing an excellent level of service to both our Clients and Candidates and we will continue to strive to make improvements from all the feedback we have received.

# CLIENT SATISFACTION SURVEY 2021 FULL RESULTS

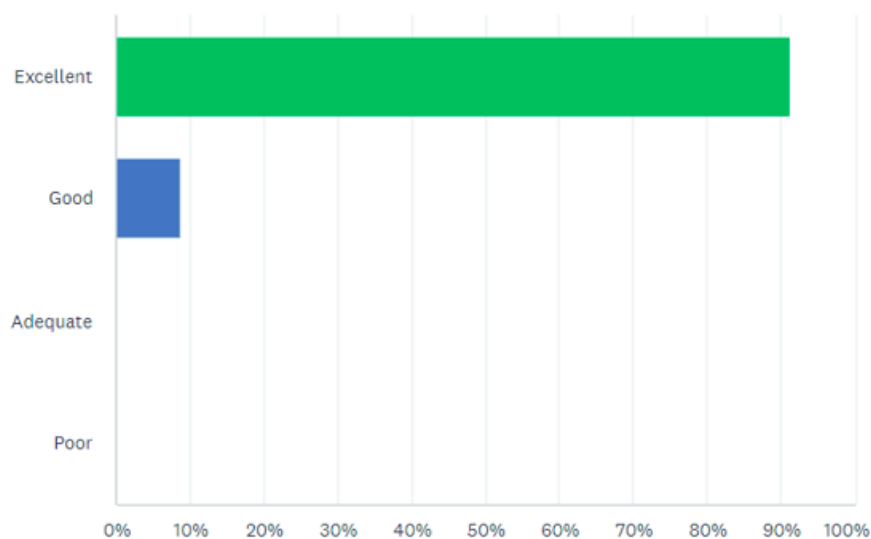
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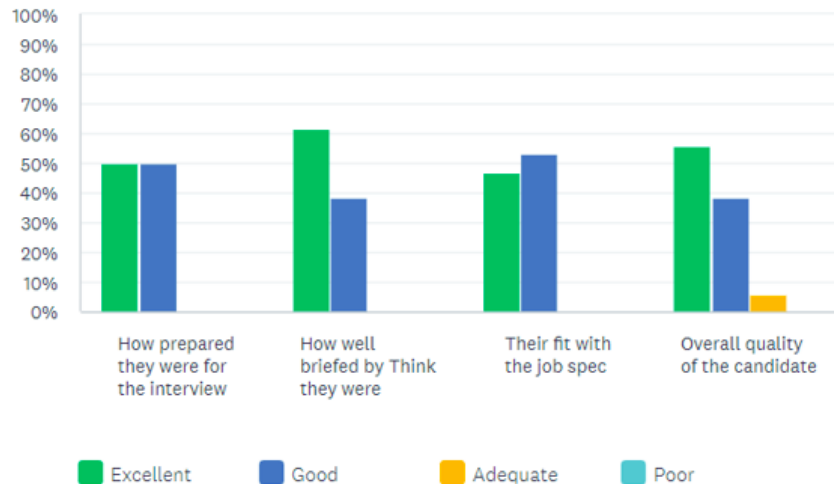
## Why did you choose to work with Think?



## How would you rate our speed of response?



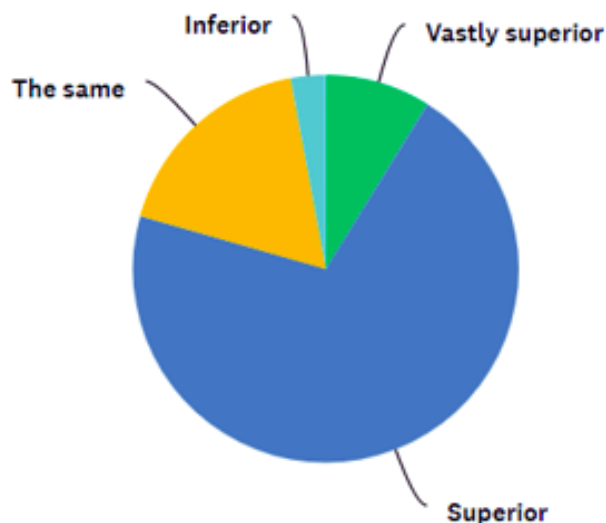
## How would you rate the candidates that you interviewed?



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

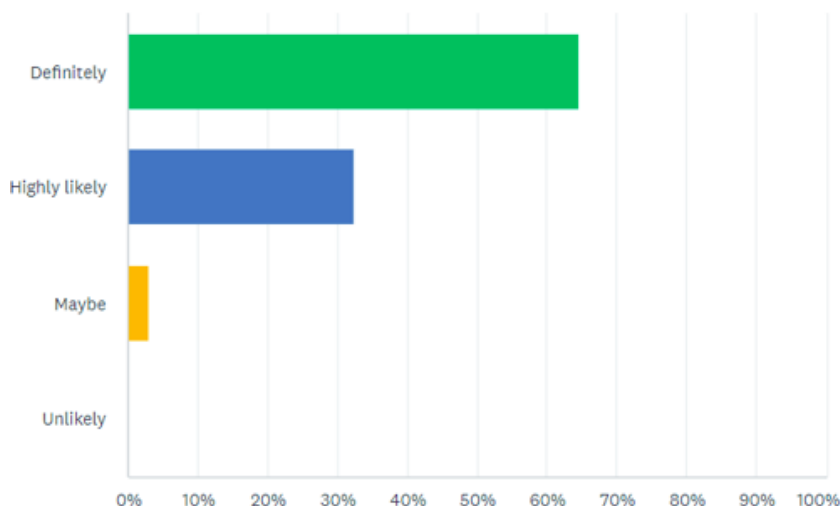
- Understanding the business and requirements
- Speed of response
- Level of service
- Honesty and reliability
- Providing quality candidates
- Local network
- Ability to work as a partnership

## 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?



## One of our key values is 'Striving for Excellence', how can we improve upon the service we provide to you?

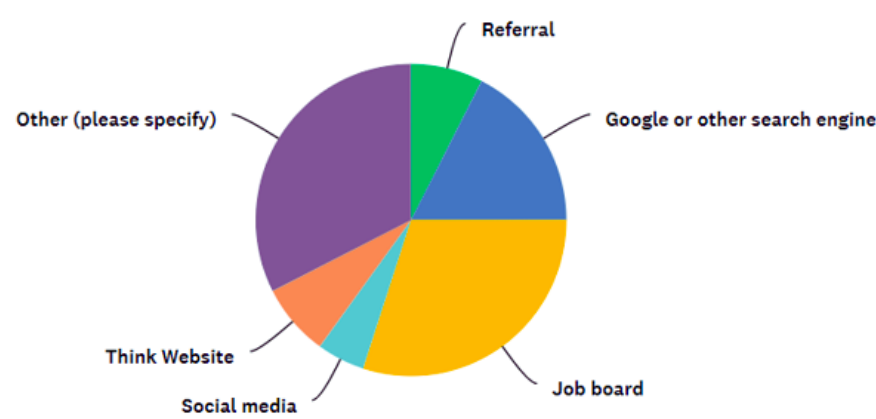
- I am happy with the service provided. Perhaps clone Clare!
- Appreciate the state of the recruitment market, but breadth of candidates is probably my biggest request, to give me options, sometimes outside the box (e.g. qualification/salary wise) if necessary.
- Keep ensuring you take the time to understand the company and what good looks like and their company values.
- All have been addressed especially in this past, difficult year. We have a great relationship with Bobby and can be honest if either of us should have any issues.
- You're all excellent already!
- Some reporting might be useful, every quarter such as candidates placed/ candidates out forward / etc but is not essential as we can do this internally.
- I don't think there is anything that could be improved.
- Carry on doing what you are doing-Clare was excellent in trying to find us the right candidate
- Think to continue as you're doing, no improvement required from my perspective
- Can't think of anything else to improve on.
- Nothing I can think of ... the level of service is very high.
- great service overall from Clare.
- Not much really - you just need to market to go your way i.e. more quality candidates
- As mentioned above, sourcing a wider variety of quality candidates
- Build a talent pool for us, understand a bit more all the different job types
- With the service that Bobby gives us I can't think of anything
- Minimise the speculative CVs sent to clients already engaged with one of your team. If I had a need now, I would come to you, I don't need anonymous profiles sent through randomly.
- Keep doing what you are doing, meets our needs perfectly. I have also seen the relationships you build with your candidates.
- More choice of candidates

# CANDIDATE SATISFACTION SURVEY 2021 FULL RESULTS

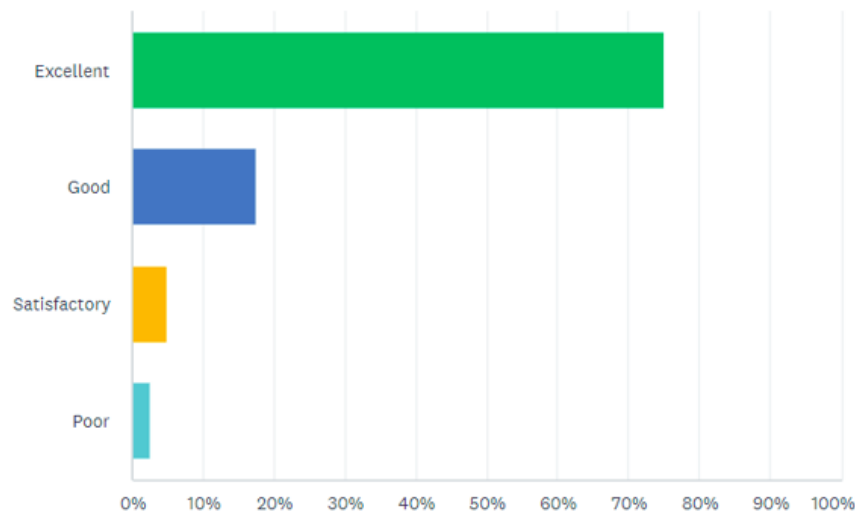
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## How did you originally get in touch with us?

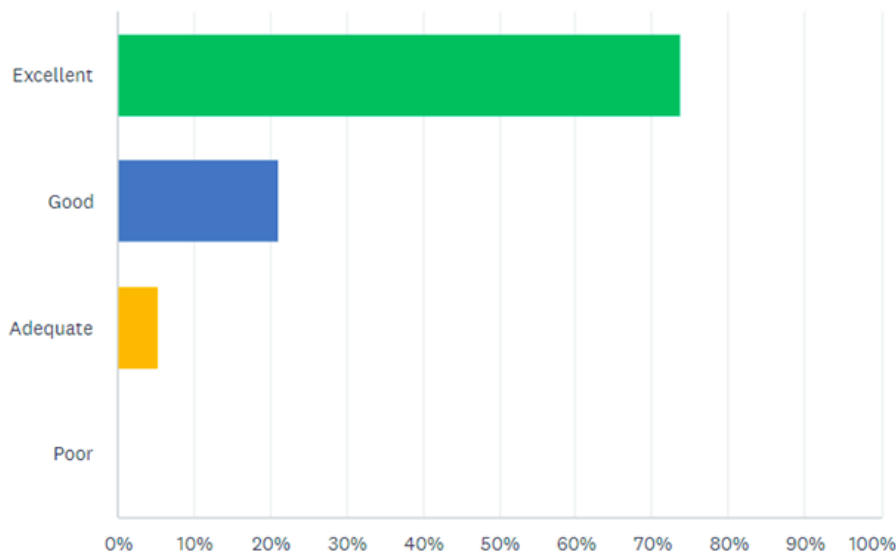


## How would you rate our speed of response?

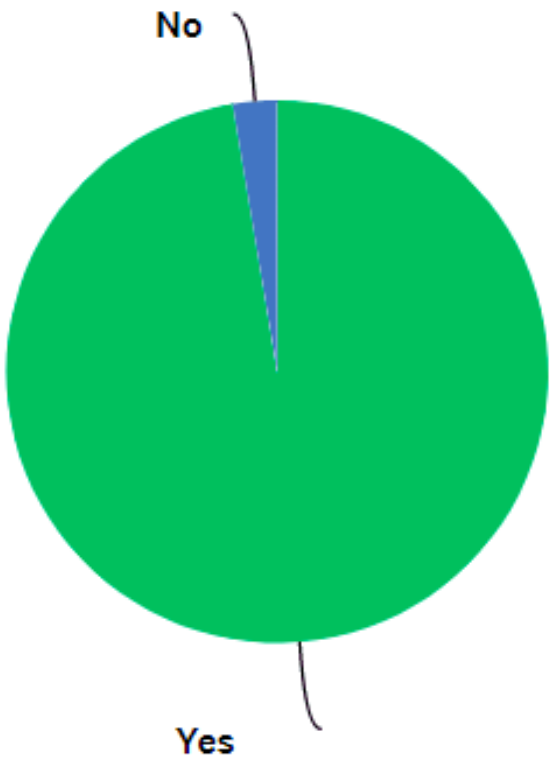




How would you rate the level of information you were given about the job opportunity?

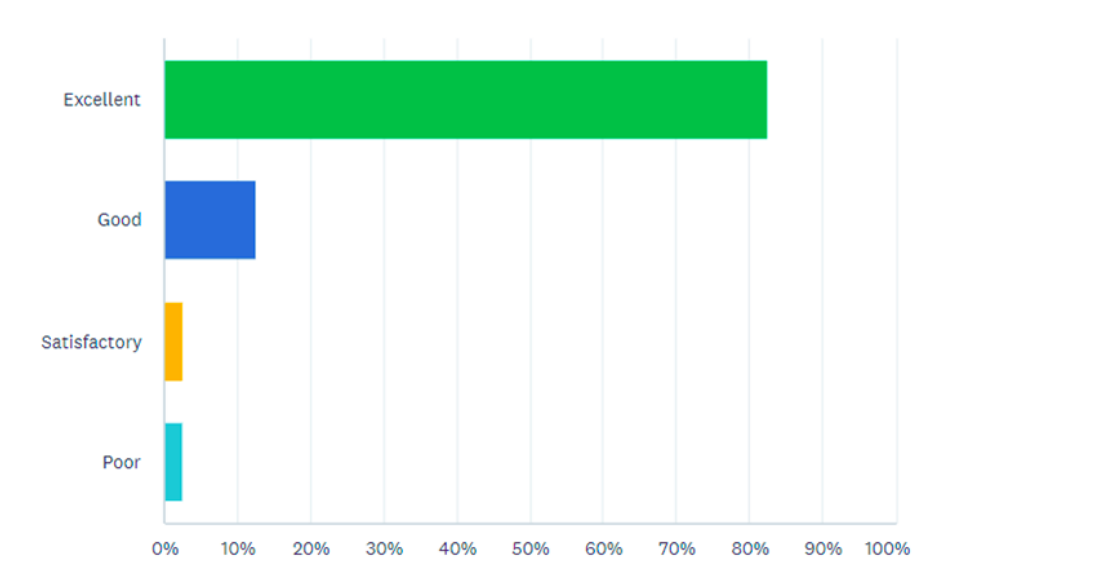


Were you well briefed and prepared for your interview/temp assignment?

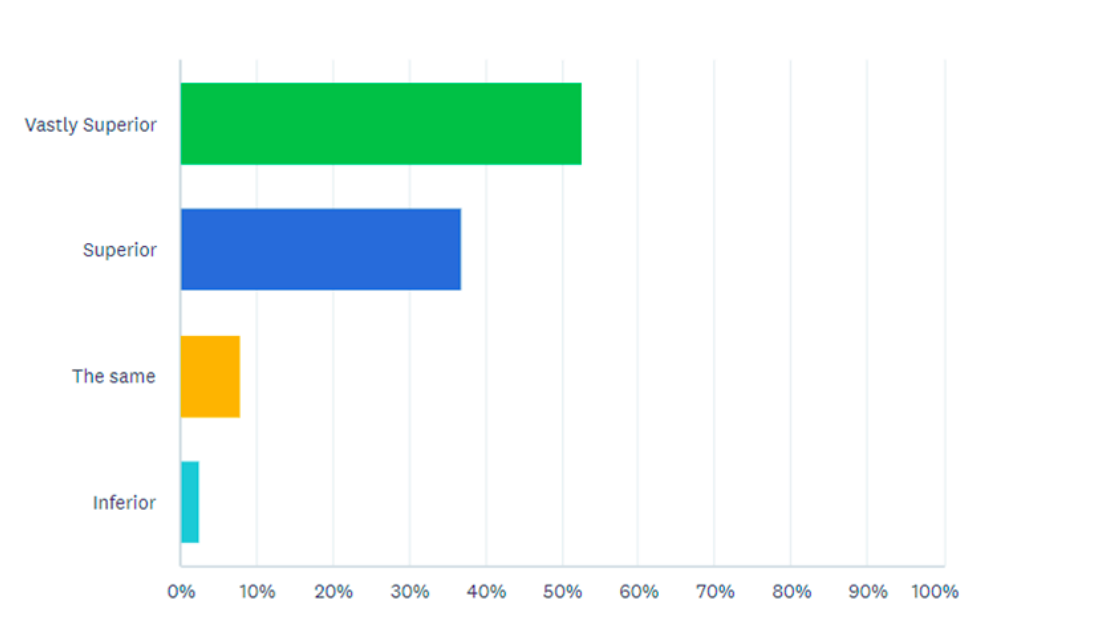




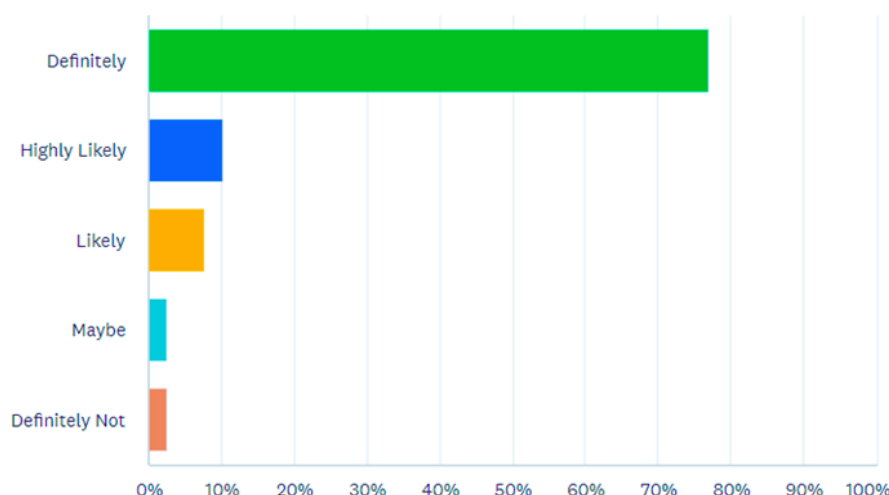
How would you rate the general communication you received from Think?



How do we compare to other agencies you have used?



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



## One of our key values is 'Striving for Excellence', how can we improve upon the service we provide to you?

- I have been extremely impressed by the service I received from the team at Think. No improvements come to mind.
- You are doing a great job !
- Just keep doing what you do
- Nothing really I'm in constant contact with Bobby and I know if I have any issues or problems he will try his best to solve it
- Service is excellent
- I think Chris is an excellent recruitment consultant and very good at managing relationships and communicating, which doesn't often happen with other recruitment consultants.
- Hire more Beth's!
- By listening to the requirement of the candidate
- Doing a good job so far
- It's a fair to say you're doing an excellent job
- Nothing to add here, everything went smoothly and Beth was extremely efficient
- Nothing for now. Bobby is great at Hemel Branch
- The service that I received from Clare is outstanding at all time, she understand what I was looking for
- You couldn't. It was a great service.
- I don't feel there are any improvements as it all works so well.
- I can't think of anything. I've had a really fantastic experience with you, especially with Bobby.
- I only had a couple of queries- timesheets, holidays, pension and payslip. All quickly resolved. Maybe a bit more guidance on timesheets/holiday if you're new to temping?
- You are doing an excellent job and I don't feel there is a need for improvement. I very happy with your service.
- Keep in contact
- I don't think that you can improve I was more than satisfied with the service and communication I received from Ben based at your Hemel Hempstead branch.
- If everyone is like Bobby, there is nothing left to improve.



**Think Specialist Recruitment is an independent support staff recruitment agency based in Hemel Hempstead and working across the Herts, Beds, Bucks and Greater London area.**

**We specialise in temporary, permanent and contract recruitment with three key divisions:**

- Business Support**
- Accountancy & Finance**
- Human Resources**

**To contact us about finding a new job or hiring new staff, please call 01442 600100 or visit our website [www.thinksr.com](http://www.thinksr.com)**

