

CLIENT EXPECTATIONS

THE FOLLOWING ARE SAMPLES OF WHAT YOU MIGHT INCLUDE IN YOUR CLIENT EXPECTATIONS. IT IS IMPORTANT FOR YOU TO CUSTOMIZE YOUR LIST OF EXPECTATIONS TO REFLECT YOUR COMPANY CULTURE, STANDARD OPERATING PROCEDURES AND YOUR INDIVIDUAL AS WELL AS COMPANY BRANDING.

WHAT YOU CAN EXPECT FROM US

We will:

- take our direction from you
- customize our services to fit your specific needs
- work to earn the status of trusted advisor and strategic partner
- strive to be the best listener in your life – your sounding board
- provide you with workforce/workplace trends
- continue to provide you with a consultative approach to your needs
- provide an article of interest and an update of our top talent bi-monthly
- take time to understand your company culture, challenges and problems
- visit your company to solidify our working relationship
- request thorough job descriptions and specs focusing on performance objectives
- present the best talent in the market, not the best person in our database
- not utilize job boards – but will present passive top talent
- network daily for three hours to continually attract top talent
- commit to providing you with results and thorough feedback
- remain an expert in our niche, profession and industry
- provide updates on open job orders and contracts each Friday afternoon
- communicate with you using all means of communication
- provide your management team with FREE monthly educational Webinars
- maintain the highest level of integrity, honesty and ethics
- continue to have our team members earn their professional certification
- provide you with two contacts to provide you with talent and service
- provide you with an Annual Prospectus
- follow up with you and candidates you hire to guarantee your satisfaction
- provide you with a 12-month pro-rated replacement guarantee
- ask you for feedback and critiques
- treat you and your needs as one of our top priorities
- value your business
- encourage you to judge us on results provided

- provide you with 24/7 access, you will have our business, cell and home numbers

WHAT WILL HELP US ATTRACT TOP TALENT FOR YOUR COMPANY

We would request that you:

- Provide us with directives
This helps us take our "direction from you"
- Help us understand your needs in order to customize our services
Let us know what's missing in your department or candidates you've interviewed
- Describe your company culture, challenges and problems
This helps us make a better match with the talent we represent
- Allow us to set up an appointment to visit you on site
This help us shorten our learning curve and establish rapport
- Provide us with thorough job descriptions focused on performance objectives
Performance-based job descriptions help us focus on finding candidates who can do the Job and are motivated by your performance objectives
- Provide us with feedback after interviews
This helps us fine tune our search efforts, so we don't waste your time
- Schedule additional interviews as candidates are screened out
Our goal is to have 2-3 candidates in your final interview process
- Provide us with feedback during our Friday afternoon updates
Your feedback can help us improve the results we provide
- Provide us with specific target dates to hire
Timing is "everything" in recruiting and we will provide results by your target date
- Provide us with interviewing times for opportunities we are representing
This shows you our commitment to surface talent for your requisitions
- Provide us with the name of someone who can confirm interviews
We know you're busy and can confirm interviews with someone you designate
- Have all members of your team "sign off" of the specs you provide
We want to make sure everyone is on the same page, often revisions are made
- Provide us with feedback
We want to ensure that our candidate is engaged and you are satisfied with performance
- Critique our performance
We strive to continually improve the services we offer