

Client Survey Results

We are very proud of our recruitment track record, but just as importantly, we recognise that there will always be room for improvement. We ensure our activity is always geared towards improving your experience in dealing with us.

We regularly canvass your opinion on how best we can do this. We always listen, plan and act upon your valuable feedback.

We measure Client responses against a Client Satisfaction Index (CSI) target of 4.00. (Range = 0.00 - 5.00).

8 specific Key Result Areas (KRAs) are identified against which we invite our clients to rate their satisfaction level. The resulting scores ranged from 4.32 to 4.73.

Thereafter, several operational improvements to our service levels for each KRA were identified and implemented

One of the most significant improvements made is to our website, which now provides you with improved job seeking tools and comprehensive recruitment advice.

We are happy to discuss these with you in greater detail should you wish to make an enquiry.

“Few recruitment companies of similar size publish facts and figures about their business... We do.”

Neel Amin - Managing Director

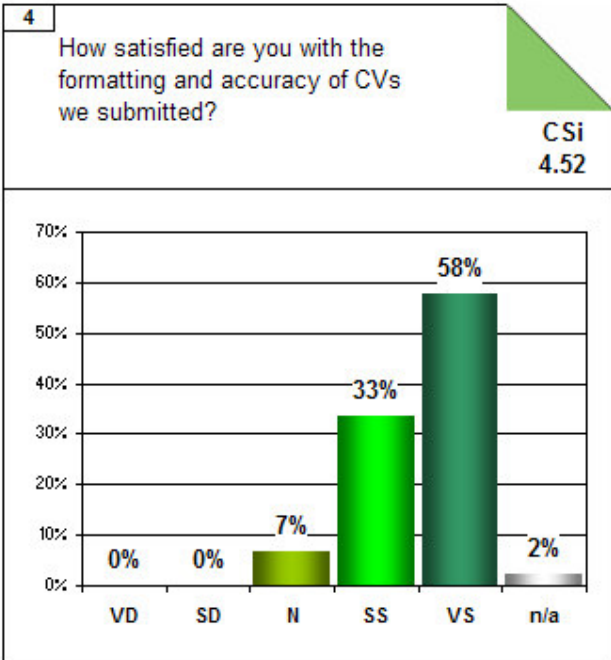
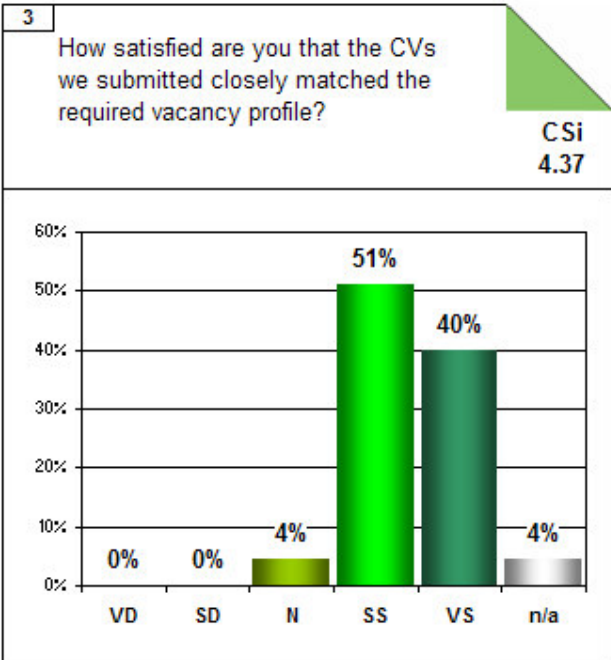
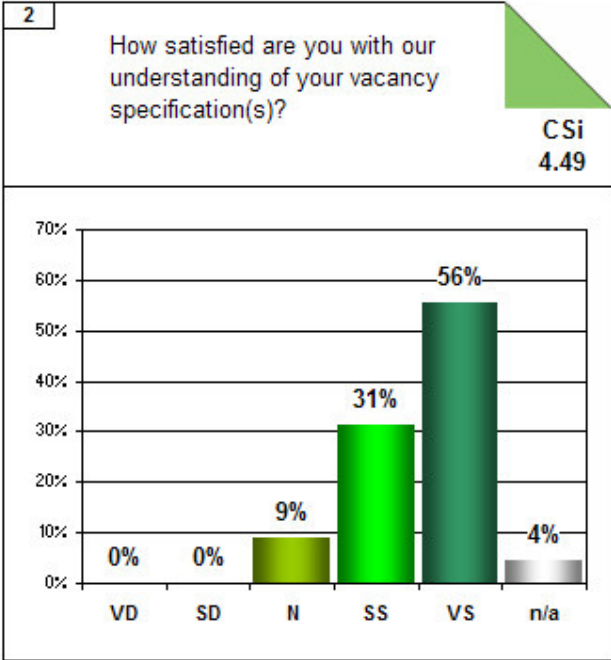
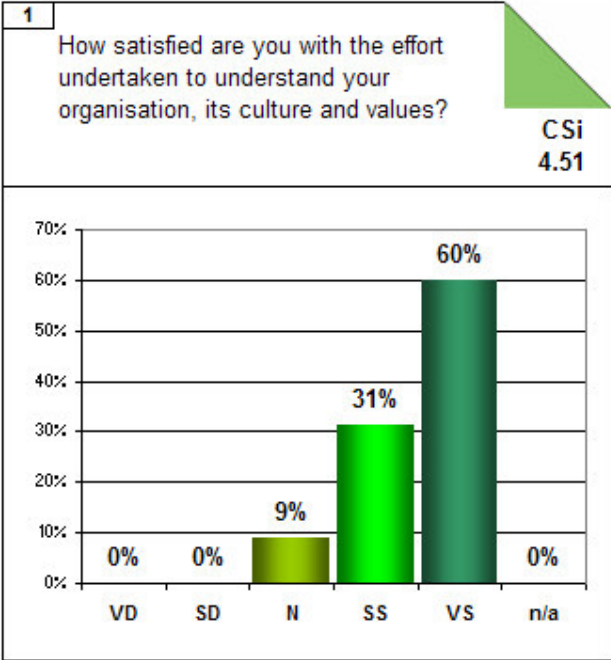


Client Survey Results

Sample Size: 45 Candidate Responses

Client Satisfaction Index (CSi) Target = 4.00

VD = Very Dissatisfied | SD = Somewhat Dissatisfied | N = Neutral | SS = Somewhat Satisfied | VS = Very Satisfied



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