

## 50 STEP RECRUITMENT PROCESS

1. Research client business prior to meeting
2. Schedule face to face meeting
3. Understand client business and requirements
4. Take comprehensive Job brief
5. Suggest retainer for better results
6. Confirm exclusivity
7. Ask for supplier credit references if required
8. Agree Interview times
9. Agree timing of assignment
10. Mention initial suitable candidates for feedback
11. Verbalise terms
12. Communicate recruitment process
13. Send Terms of Business
14. Send Job brief to client to check correct
15. Make sure Terms are signed
16. Commence recruitment assignment
17. Brief resourcing team
18. Commence advertising
19. Database search
20. Network search
21. Ask for referrals from clients/candidates
22. Contact and screening
23. Interview suitable candidates
24. Market the opportunity to the candidate
25. Send candidate a test (if required by client)
26. Prepare candidate summary matching job brief
27. Arrange client/candidate interview
28. Introduce candidate personally if possible
29. Present candidate to client
30. Prep candidate for interview
31. Prep client for interview
32. Reference / qualification check
33. Debrief client
34. Debrief candidate
35. Re-qualify candidate's reasons for leaving
36. Prep candidate and client for 2<sup>nd</sup> interview
37. Debrief candidate and client for 2<sup>nd</sup> interview
38. Verbal offer to candidate
39. Handle potential counter offer
40. Extend offer to candidate, prepare them for resignation
41. Ask client for formal offer
42. Confirm candidate resignation and discuss
43. Inform client of candidate resignation
44. Confirm start date
45. Formalise placement in dbase
46. Call candidate and client before start
47. Phone client first day to check candidate started
48. Phone candidate evening of 1<sup>st</sup> day
49. Phone client 1 week after start date
50. Follow-up client and candidate 30, 60, 90 days

## OUR SERVICE PROMISE

**We will** provide the highest level of client and candidate service

**We will** seek to fully understand the needs and aspirations of our clients and candidates

**We will** consult as well as recruit

**We will** not poach people from clients we work with

**We will** guarantee our placements and offer a no charge replacement

**We will** fully understand the sectors we recruit for

**We will** take an accurate job brief to ensure best fit

**We will** actively network and learn to better understand the dynamics of our industry

**We will** treat our candidates and staff with the same high respect we treat our clients

**We will** actively listen and ask questions

**We will** continuously educate our team

**We will** always be open to feedback

**We will** continuously improve our business practices

**We will** adhere to Recruitment Industry Best Practice Certification

**We will** stand out as a real industry leader

**We will** maintain confidentiality and privacy

