



Case Study – Recruitment Solutions for Customer Service Roles

# Client's details





### **Company and offer provided**

#### **Company name:**

PenniBlack London Ltd.

#### Offer:

Recruitment Solutions for Customer Service Roles

#### **Number of candidates hired:**

3 candidates

#### Focused:

1 senior role and 2 guest facing roles with training/induction provided for each role

# What has been done?





Bespoke client's assessments and recruitment plan

Bespoke courses delivered before their starting dates increasing efficiency, happiness and loyalty

Lower fees than competitors for better results and induction covered

Induction and customer service training fully covered by us

Bespoke candidates' assessments and interview questions

Full reference check and detailed reporting postreferencing

## What was the result?





Induction training taken care of by us: Committed, productive and loyal employees right from day one

Improved profitability by outsourcing their recruitment through bespoke solutions matching with their needs

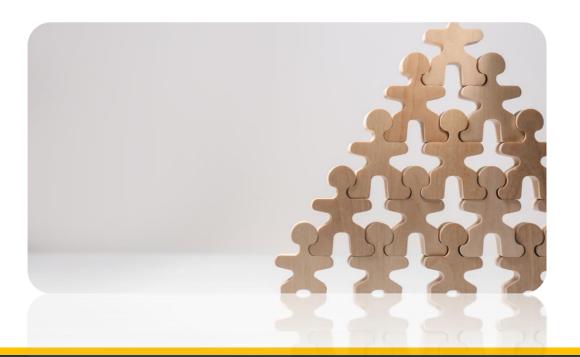
Reduction of hiring costs and time spent on re-hiring by getting the perfect fit right from the first hire

Quality-focused recruitment providing employees with the perfect attitudes, mindsets, skills and values

Long-term impact on their people: Improved employee retention and happiness Long-term impact on their clients: Improved customer satisfaction and loyalty

## Testimonial from client





Thank you ever so much for finding the perfect fit for us and for being so flexible and for maintaining such great communication.

The way you conducted the whole recruitment process and went above and beyond with all the different solutions you had really went beyond our expectations.

Charlotte Penniceard – Founder, PenniBlack
Catering





# Thank you