



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

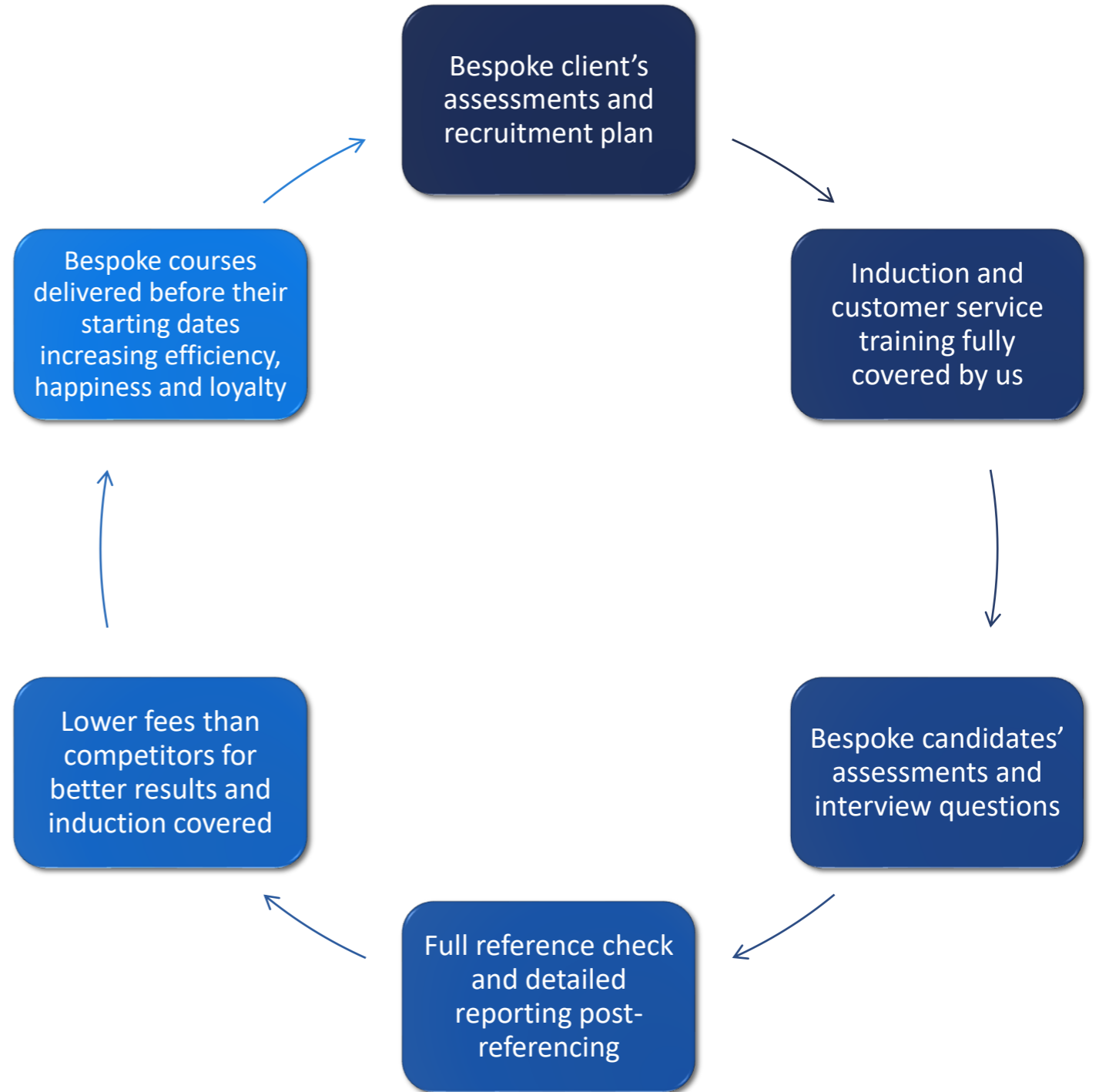
Number of candidates hired:

3 candidates

Focused:

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

What has been done?



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
