



2015 Client Satisfaction Survey

Be

2015 Client Satisfaction Survey

Business sectors polled include:

- Food Processing
- Manufacturing
- Contact Centres
- Outsourced Sales Centres
- Public Sector
- Service Industry
- Commercial

Be

2015 Client Satisfaction Survey

The 9th annual **Be Personnel Limited Client Satisfaction Survey** polled current clients for their assessment on the standard of service and quality of candidates provided by Be Personnel.

Be's objectives were:

- To obtain the level of service provision delivered by Be Personnel staff.
- To ascertain areas of the service that could be improved and/or enhanced.
- To measure the effect of marketing activity
- To gauge the most effective methods of new business acquisition.
- To understand the overall perception clients have of Be Personnel.



2015 Client Satisfaction Survey

Business to Business

How well did your assigned account manager handle your assignment?

■ Completely satisfied	63.6%
■ Very well	36.4%
■ Moderately well	0%
■ Not at all well	0%

Completely satisfied

Be

2015 Client Satisfaction Survey

How closely did we follow your assignment timescales?

■ Exactly	54.5%
■ Very closely	45.5%
■ Moderately closely	0%
■ Not at all	0%

Exactly

Be

2015 Client Satisfaction Survey

How did the communications with your account manager rate throughout your assignment?

■	Excellent	54.5%
■	Very good	45.5%
■	Moderately good	0%
■	Not at all good	0%

Excellent

Be

2015 Client Satisfaction Survey

How likely are you to hire our services again?

■ Extremely likely	100%
■ Moderately likely	0%
■ Not at all likely	0%

Extremely likely

Be

2015 Client Satisfaction Survey

How likely are you to recommend our company and services to others?

■	Definitely	54.5%
■	Very likely	45.5%
■	Fairly likely	0%
■	Not at all	0%

Definitely

Be

2015 Client Satisfaction Survey

Customer Satisfaction

How satisfied were you with the initial response time to your enquiry?

■ Completely satisfied	81.8%
■ Very satisfied	18.2%
■ Moderately satisfied	0%
■ Not at all satisfied	0%

Completely satisfied

Be

2015 Client Satisfaction Survey

How well did you think the Be Personnel Team understood your requirements?

■ Completely	72.7%
■ Very well	27.3%
■ Moderately well	0%
■ Not at all well	0%

Completely

Be

2015 Client Satisfaction Survey

How would you rate the calibre of candidates put forward?

■	Excellent	18.2%
■	Very good	54.5%
■	Moderately good	18.2%
■	Mixed	9.1%
■	Not at all good	0%

Very good

Be

2015 Client Satisfaction Survey

How would you rate value for money of our services?

■ Excellent	81.8%
■ Average	18.2%
■ Below average	0%
■ Poor	0%

Excellent

Be

2015 Client Satisfaction Survey

How responsive have we been to your questions and/or concerns?

■ Extremely responsive	45.5%
■ Very responsive	54.5%
■ Moderately responsive	0%
■ Not at all responsive	0%

Very responsive

Be

2015 Client Satisfaction Survey

How long have you been a client of Be Personnel?

■ Less than 6 months	0%
■ 6 months - 1 year	9.1%
■ 1 – 2 years	36.4%
■ 3 years or more	54.5%

3 years or more

Be

2015 Client Satisfaction Survey

How do we compare with other recruitment agencies that you use now or have used in the past?

■	Vastly better	18.2%
■	Better	54.5%
■	The same	18.2%
■	Inferior	0%
■	Vastly inferior	0%
■	Not applicable	9.1%

Better

Be