

# 2016 Client Satisfaction Survey

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[www.bepersonneltd.com](http://www.bepersonneltd.com) | 01349 883303



# 2016 Client Satisfaction Survey

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Business sectors polled include:



Food Processing



Manufacturing



Contact Centres



Outsourced Sales Centres



Public Sector



Service Industry



Commercial








# 2016 Client Satisfaction Survey

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The 10<sup>th</sup> 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.

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## **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.



# 2016 Client Satisfaction Survey

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



Completely Satisfied

100%



Better

0%



The same

0%



Inferior

0%

Completely Satisfied



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



Completely

87.5%



Very well

12.5%



Moderately well

0%



Not at all well

0%

Completely

*Be*

# 2016 Client Satisfaction Survey

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How would you rate the calibre of candidates put forward?



Excellent

87.5%



Very good

12.5%



Moderately good

0%



Mixed

0%



Not at all good

0%

Excellent



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How would you rate value for money of our service?



Excellent

75%



Average

25%



Below average

0%



Poor

0%

Excellent



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



Extremely responsive

100%



Very responsive

0%



Moderately responsive

0%



Not at all responsive

0%

Extremely responsive



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How long have you been a client of Be Personnel?



Less than 6 months

0%



6 months to 1 year

25%



1 to 2 years

50%



3 years or more

25%

1 to 2 years

*Be*

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



Vastly better

12.5%



Better

25%



The same

0%



Inferior

0%



Vastly inferior

0%



Not applicable

62.5%

Not applicable

*Be*

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## Client Comments:

“We have not used agencies before, however due to the service received from Be Personnel, we will continue to use agency staff. Be Personnel are first class and reliable.”

“Be Personnel always deliver our requirements in a fast and very efficient manner. Due to the nature of our business, we do request staff at very short notice and Be Personnel deliver within 24 hours.”



See the bigger picture...

*Be* with us.

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