

2017 Client Satisfaction Survey

www.bepersonneltd.com | 01349 883303

Be[®]

2017 Client Satisfaction Survey

Business sectors polled include:



Food Processing



Manufacturing



Contact Centres



Outsourced Sales Centres



Public Sector



Service Industry



Commercial

www.bepersonneltd.com | 01349 883303



2017 Client Satisfaction Survey

The 11th 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:








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

www.bepersonneltd.com | 01349 883303



2017 Client Satisfaction Survey

How did you first hear about Be Personnel?

 Sales & Promotion Mailing	0.00%
 Press Coverage	0.00%
 Recommendation	47.37%
 Search Engine	10.53%
 Be Personnel Website	5.26%
 Social Media	0.00%
 Other	36.84%

www.bepersonneltd.com | 01349 883303



2017 Client Satisfaction Survey

How long have you been a client of Be Personnel?



Less than 6 months

5.26%



6 months to 1 year

10.53%



1 to 2 years

21.05%



3 years or more

63.16%

www.bepersonneltd.com | 01349 883303



2017 Client Satisfaction Survey

How likely are you to use Be Personnel's services again?



Extremely likely

94.74%



Moderately likely

5.26%



Unlikely

0.00%



Never

0.00%

www.bepersonneltd.com | 01349 883303



2017 Client Satisfaction Survey

How satisfied were you with the calibre of candidates put forward?



Completely satisfied

31.58%



Very satisfied

57.89%



Moderately satisfied

10.53%



Not at all satisfied

0.00%

www.bepersonneltd.com | 01349 883303



2017 Client Satisfaction Survey

How did you rate the level of communication with your assigned account manager throughout the assignment?



Excellent

73.68%



Very good

26.32%



Moderately good

0.00%



Poor

0.00%

www.bepersonneltd.com | 01349 883303



2017 Client Satisfaction Survey

How would you rate the Be Personnel response time in answering your queries and/or concerns?



Excellent

73.68%



Very good

21.05%



Moderately good

5.26%



Unsatisfactory






0.00%

www.bepersonneltd.com | 01349 883303



2017 Client Satisfaction Survey

How would you compare the service you received from Be Personnel with other recruitment agencies you have used previously?

	Excellent	47.37%
	Very good	26.32%
	Moderately good	0.00%
	Poor	0.00%
	Never used another agency	26.32%

www.bepersonneltd.com | 01349 883303



2017 Client Satisfaction Survey

How would you rate our response time to source staff?


	Excellent	52.63%
	Very good	26.32%
	Good	21.05%
	Average	0.00%
	Poor	0.00%

www.bepersonneltd.com | 01349 883303



2017 Client Satisfaction Survey

How would you rate the overall level of service you received at Be Personnel?

	Excellent	63.16%
	Very good	36.84%
	Good	0.00%
	Average	0.00%
	Poor	0.00%

www.bepersonneltd.com | 01349 883303



2017 Client Satisfaction Survey

“We work with Be on tough assignments in a rural location... The team put their heart and soul in to it for us.” — Farne Salmon

“Very happy with all staff at Be Personnel and look forward to working with them again.” — File Vault

www.bepersonneltd.com | 01349 883303

Be

2017 Client Satisfaction Survey



Be[®] with us.

Be with a recruitment company you can trust. With a team of dedicated recruitment professionals working with clients in a number of industries across the UK, why Be anywhere else?

www.bepersonneltd.com | 01349 883303

2017 Client Satisfaction Survey

Become a client with us today. Register your interest online or by calling us on 01349 883303.



www.bepersonneltd.com | 01349 883303

Be