

## CLIENT FEEDBACK FORM

As an expanding, executive consultancy, Grassroots aims to build a name synonymous with quality and a reputation for delivering consistently excellent candidates to exact specifications on time. We would therefore be grateful if you would take the time to complete this short questionnaire to assist us in ensuring we maintain the highest possible standards of service for you and others in the future.

<b>First Name</b>		<b>Company</b>	
<b>Surname</b>		<b>Job Title</b>	

**How would you rate the following aspects of our services?** (Please mark your answer with an 'X' in the appropriate box)

	Excellent	Good	Satisfactory	Poor
The speed of delivery				
The quality of our candidates				
Value for money				
Communication during process				
Our relationship with you				
Overall service				

**What do you consider to be the most important benefit of our service?**

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<b>Would you recommend our services to others?</b> (Delete as appropriate)	Yes / No
<b>Would you re-use our services in the future?</b> (Delete as appropriate)	Yes / No

**Any other comments:**

We would kindly appreciate any additional comments that we may publish on our website or in other promotional material as a testimonial of the services we provide. If you wish your feedback to remain confidential please tick this box. ☐

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## CANDIDATE FEEDBACK FORM

As a growing recruitment consultancy, Grassroots aims to build a name synonymous with quality and a reputation for providing an outstanding employment service to candidates across the North West. We would therefore be grateful if you would take the time to complete this short questionnaire to assist us in ensuring we maintain the highest possible standards of service for you and others in the future.

<b>Name</b>		<b>Consultant</b>	
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**How would you rate the following aspects of our service?** (Please mark your response with an 'X' in the corresponding box)

	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>
<b>Registration Process</b> (including application response, CV screening and competency-based assessment)				
<b>Understanding Your Requirements</b> (including your career aspirations and expectations from prospective employers)				
<b>Access to Vacancies</b> (identification of suitable job opportunities to meet your career requirements and expectations)				
<b>Communication and Feedback</b> (quality of information provided regarding company and vacancy, interview preparation and assessment criteria)				
<b>Your Consultant</b> (availability, level of consultation and additional assistance provided, your relationship with us)				
<b>Overall Service Level</b> (satisfaction with service as a whole compared to other employment service providers)				

<b>Would you recommend Grassroots Recruitment to colleagues, friends and family?</b>	<b>Yes / No</b>
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**Your Comments:** We would kindly appreciate your comments and feedback as a testimonial of the services we provide. If you wish your feedback to remain confidential please tick this box. ☐