



# PeoplePulse In Action - Post Placement Client Surveys



## ➔ What Are Post-Placement Client Surveys?

A Post-Placement Client Survey is typically used by recruitment agencies to collect feedback on the satisfaction and performance of the recruitment consultant and the agency regarding a recently completed recruitment assignment. Post-Placement client surveys are also a very effective way to ask for referrals or subtly cross sell complimentary recruitment services.

## ➔ Who's Doing Them?

Whilst recruitment agencies have traditionally conducted Post-Placement Client surveys by paper, a growing number are realising the benefits of converting to an online feedback system. Current PeoplePulse clients that conduct Post-placement surveys include: Michael Page, Peoplebank Australia, HJB, Vedior Australasia, Hallis, Bayside, and Candle to name a few.

Recruitment Agency XYZ  
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**Post-Placement Service Review - Permanent Employee**

Q1) What is the name of the candidate placed into your team?

Q2) What is the name of our recruitment specialist who serviced your needs?

Q3) Please rate the performance of your consultant:

**Rating Criteria:**  
5 = Outstanding - Exceeded expectations  
4 = Above expectations  
3 = Meets expectations  
2 = Some improvement needed  
1 = Unsatisfactory - Considerable improvement needed  
N/A = Not Applicable

	5	4	3	2	1	N/A
Our responsiveness to your phone calls and e-mails:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our understanding of your requirements:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing the candidate short-list within the timeframe required:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of short-listed candidates provided:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well we kept you informed of developments throughout the	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## ➔ Why Use PeoplePulse to Conduct Post-Placement Client Surveys?

1. **Generate New Revenue:** Ask business-generating questions after each and every placement. Research shows it's 10 times easier to get new business from existing clients than new clients.
2. **Save Money On Existing Paper-based Systems:** Our online feedback system is proven to be up to 75% cheaper than running the same feedback system by paper.
3. **Be Notified Of 'Red Flags':** Be alerted of poor performance (using our automated 'Notifications' feature) and address any issues before they spiral out of control.
4. **Understand What's Important:** Find out how satisfied your clients are with your performance using the exact measures that they have identified in your survey as being most important to them.
5. **Improve Response Rates:** Online survey response rates are typically significantly higher than for paper-based surveys – the Internet is readily accessible and very convenient.
6. **Ease Of Reporting And Analysis:** All feedback is automatically captured in real time, with our report filtering feature allowing you to segment results by client name, State, branch location, or consultant.

## ➔ Find Out More

Call us today on +61 2 9232 0172 to arrange an obligation-free demo, or visit [www.peoplepulse.com.au](http://www.peoplepulse.com.au)