



Client Services

In conjunction with our partner recruiting offices, independent search firms, and professional recruiters we provide the following executive recruitment services (and a WHOLE lot more):

- Unit level FastStaff™ searches for fast results.
- Above store level contingency searches.
- Above store level engaged searches.
- Project searches for multiple similar position openings.
- No cost relocation services.

Client Service Options

There are a number of different contract vehicles which can be used to customize our activities to the exact needs that you have for your organization. Below are listed the four major types of searches that we do with a explanation of when it is appropriate to use each one.

Retained Search

Our retained search option offers a complete, full-service search with a dedicated project team assigned exclusively to your search *until it is completed*. Our replacement guarantee will be for **180 days**

All candidates recruited will be exclusively presented to your company.

The payment terms for retained search are:

- 1/3 due upon signing of the contract
- 1/3 due upon presentation of the short list of candidates
- 1/3 due 30 days following presentation of candidates

When should you use the retained search option?

The **retained search option** should be used for critical positions that are high level and must be filled. Retained searches are usually used at senior executive levels, and they are done so for a number of reasons. Retained search is necessary order to attract serious interest from a senior level executives.

One of the first questions out of the executives mouth when answering a recruiting call is "*Is this a retained search?*" Senior executives want to know that because it conveys a level of commitment that indicates the company is serious about attracting new talent. It tells the executive that there is not only money in the budget for the recruitment campaign, but money in the budget for his compensation package. Also, he understands intuitively that a **retained search implies a high degree of confidentiality** regarding the search, as well as limiting the number of search firms working on the assignment to one. The executive knows that because the company has chosen one recruitment firm to represent it, that firm will

have all the information that the executive needs to help make his decision. The process will be smoother because less people are involved.

Also, the search firm makes a higher level of commitment to you as the client company. Because you have paid them money up front, they are **obligated to perform**, and the contract spells out performance criteria upon which they will be judged. Because the search firm knows that they are the only one working on the project, they can be assured that they will not loose out to another firm in the eleventh hour; this allows them to commit more resources toward your search. **If you have a critical need that is above middle level management, retained search is a very good choice.**

Priority Search

A project team will work with you *until the position is filled*.

Our replacement guarantee will be for **90 days** and all candidates will be offered exclusively to your company for a period of 30 days.

The payment erms for priority search are:

- 1/3 due upon signing of the contract (100% refundable)
- 2/3 due upon fulfillment of the search

When should you use the priority search option?

The **priority search option** should be used for any positions that are must be filled in a timely fashion. Priority searches are used by companies that are serious about filling the position that is open and have budgeted the money for recruitment. These companies have an understanding that more recruiters is not necessarily better.

The priority search combines the best aspects from the retained search with the best aspects of contingency search and eliminates the most common sticking point that keeps companies from committing to a fully retained search.

Similar to the retained search, you have paid some money upfront which commands a contractual level of performance. However this level of performance is stipulated in writing, agreed to by both parties, and is guaranteed by a **100% money back guarantee**. You will not find a retained search with such a guarantee.

Unlike the fully retained search, in a priority search the balance of what is owed beyond the engagement fee/retainer is **not due until your position is filled**, so as a business owner, you are not putting at risk the entire recruitment fee with the possibility that you may not find a suitable candidate and fill the position.

Because you have paid the recruiter an engagement fee, he can answer

positively to executives when they ask about whether or not the search is retained, the search firm can truthfully tell the prospective candidate that you have been engaged exclusively to fill the position.

Because the search firm knows that they are the only one working on the project, they can be assured that they will not loose out to another firm in the eleventh hour; this allows them to commit more resources toward your search.

Most companies, if they took time to reflect would realize that they are going to end up spending the money that is budgeted for recruiting for that position so why not put some of it upfront and get a better quality of search? More recruiters doesn't mean that you are going to get better results. Remember the old adage, "too many soups spoil the soup." Selecting one firm that has a proven reputation is much better than signing contingency agreements with 5, 6, 7 or more firms who will do basically nothing more than give you the same level of commitment that you have given them... NONE. **If you have any need that you think will require an executive recruiting firm, then priority search should be your only choice.**

Contingency Search

Your position needs and requirements are entered into our application software and our recruiters are made aware of the position. During the course of their work, if they come across candidates that are a match, they will submit them. Our replacement guarantee will be **30 days**.

The terms and conditions of contingency search are:

- Full payment due upon successful fulfillment of the search

When should you use the contingency search option?

The **contingency search option** should be very infrequently. It is the least likely of any choice of search options to bear fruit. The contract that is signed between the recruiting firm and the business is really nothing more than a letter of understanding; it sets a price that you will pay if a recruiting company happens to send you a candidate that you hire. It does nothing to guarantee the timely and professional search that you wish. It doesn't hold the recruiting firm to any standard of performance with regard to the quantity of candidates that you will review, nor that timeframe in which they will deliver.

Most companies would never choose a contingency search if they know how those searches were performed. The lost likely thing that happens is that the recruiter looks through the freshest stack of resumes on his desk to see if he has a warm candidate that would fit what you need. He may call a couple of people to see if they know

anyone, but after a few days without hitting a home run, the recruiter will be off to a more lucrative search.. Of course the recruiter isn't going to call you and tell you that he has stopped working on the search, he'll still have an 'eye' out for the right person and expects to get paid if you hire them. Now if you multiply that times 7 recruiters, you will understand why it is that you don't like most of the recruiters that you work with, they don't produce the results that you expect.

You know the old definition ***"Insanity - doing the same old thing every time and expecting different results."*** Don't act insane, evaluate what it is that you have always done, see if it needs improving and then try our priority search. It has a 100% money back guarantee, so how can you lose?

The only really good use of a contingency agreement, is to have one in place with your most productive recruitment firm so that they can send you talent as they come across it. It gives them protection and permission to send candidates that fit your company culture who may be able to fill a role that you have not specified with the recruiting firm yet.

If you have any need that you think will require an executive recruiting firm, then contingency search should be your last choice.

Project Search

When your needs are for multiple candidates in the same profile, our project search is your guaranteed option. A project team is selected to handle all openings simultaneously, ensuring quality control standards that are unsurpassed as well as timeliness in delivering a number of candidates within your time frame.

Our replacement guarantee is **90 days**.

The terms and conditions of project search are based upon the difficulty of the search, the availability of candidates, the time required for the process, and number of positions to be filled.

