

Cartwheel Approach and Additional Client Services

We work in a number of different ways in order to attract and successfully appoint 'quality' candidates.

- www.caterer.com and www.totaljobs.com – we have a presence on these websites whereby the majority of our vacancies are listed. This source keeps us in touch with candidates who are currently 'actively' looking.
- **Our Network** – we utilise our combined years of knowledge within recruitment to source candidates via referral, headhunting and networking. This is a successful route with over 50% of people placed each year being as a result of this pro-active approach.
- **Advertising** – periodically we run adverts in the Caterer & Hotelkeeper, Restaurant Magazine, FM World and Cost Sector Catering which drive candidate traffic via our own website.
- **Interview Process** - this takes around one hour per candidate and this is carried out face to face. During this time we look to ascertain; their skills, abilities, reasons for moves, working strengths and weaknesses, key achievements, what drives them and their management style. During this meeting we are also able to gain a feel for best cultural fit. All of our consultants have been trained in 'competency based' interview techniques.
- **References** – following interviewing, we look to obtain at least one verbal reference. We seek to only put forward candidates we are proud to represent and reference well.
- **Communication** – as you are probably aware, good candidates do not stay on the market for long. It is therefore imperative that the process is 'managed' and the momentum is 'maintained' from CV sent stage to final appointment. This requires a commitment on both sides; however we look to take the lead in managing ongoing communication.
- **3 monthly follow-up** – many recruitment agencies believe their work is complete once the candidate starts and the invoice has gone out. However, we believe there is mutual value in supporting both our client and candidate through the first three month probationary period. If any issues are going to arise, they generally do so during this period. If these issues can be identified and resolved, it can save both time and money for the Client and Cartwheel having to start the whole recruitment process off again.
- **Contingency Management Recruitment** - Cartwheel will work closely with you on your vacancy, sourcing candidates mainly from our database, network, referrals and online recruitment job boards. We will also work with you to facilitate the entire recruitment process.
- **Search and Selection** - this generally tends to be the approach for senior / board level or hard to fill roles. Upon commitment, Cartwheel will work with you to create the job profile and candidate briefing document, create a target list, carry out all approaches and conduct initial face to face pre-screen interviews. We will then devise a recommended short list, facilitate all client interviews and the recruitment process.
- **Thomas International Profiling** - Cartwheel are able to support with 'job' profiling, as well as carry out 'personal profile analysis' reports on potential candidates (this is normally used as a tool from 2nd interview stage onwards). This is an extremely valuable tool in gaining an insight into a candidate's working strengths, key drivers and behavior within the work place. There is a cost for profiling each candidate, however in order to keep the recruitment process via Cartwheel cost effective, we deduct this from the final placement fee.
- **Featured Job Adverts** - Cartwheel are able to offer discounted rates for client branded adverts via Caterer.com. This style of advert can achieve a ten fold response.
- **Salary and Industry Surveys** - benchmarking can be a valuable tool in order to ensure you are being competitive. Cartwheel will work with you to ascertain the information you require and then use our wide industry knowledge and contacts to ascertain this information. All surveys are treated with the strictest of confidence.