



10 questions

to ask when choosing
a recruitment company.

Partnering with a recruiting agency can provide numerous benefits for your business, including flexibility and significant time and cost savings.

If you're currently searching for a recruiting agency, you're in the right place. In this guide, we will unveil the ten essential questions you should ask any potential staffing partner before making a commitment.

1. do you fully understand my goals?

Before teaming up with a recruitment company, make sure they grasp your key priorities and objectives. A truly effective recruitment agency should have a deep understanding of what you're trying to achieve as a business, so they can help you match talent needs to those goals. For example, you may need more workers to meet the demands of increased production or to support a recent investment in research and development.

2. do you have an adequate network to support my talent needs?

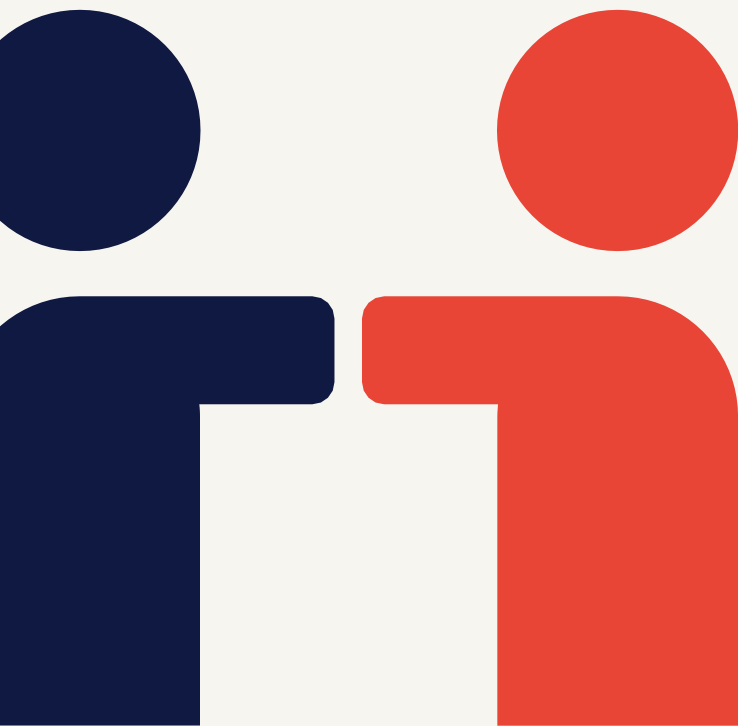
Talent and skills shortages aren't going away anytime soon and you need the right support to be able to attract and retain top talent. That's why it is crucial for your new recruiting agency to have a diverse and extensive talent pool that can meet your specific needs.

Inquire about their talent network and their expertise in finding talent in your region and industry. Don't hesitate to ask for case studies of businesses similar to yours to gain a better understanding of their capabilities.

3. can you deliver on my timeline? Having a vacant position within your company can have a detrimental impact on your operations. That is why it is crucial to partner with a recruitment agency that understands your local labour market and has access to a vast pool of talent. Ask your potential recruitment agency representative to go over a typical hiring timeline with you. How soon can you expect to have an applicant shortlist in your email inbox? When and where do initial interviews take place? How much of the recruitment process will your recruitment partner handle and how do they plan to keep you informed?

4. how do you source and vet talent?

- Your recruitment agency will find applicants for open positions within your company, so it's good practice to ask how they plan to source and vet job seekers. Ask the recruiter whether they have a screening process and what that process involves. Do they have background checks in place? What kinds of interview questions do they ask? How will they verify applicants' qualifications and skills?



5. what is your approach to diversity and inclusion?

In many countries, it's against the law to have a recruitment process that fails to prioritise diversity and inclusion. Hence, it is of utmost importance to choose a recruitment agency that values and prioritises diversity and inclusion, not only because it is mandated by the law, but also because it is the right thing to do. Your recruitment agency acts as a representation of your company and it would reflect poorly on your business if their approach to diversity and inclusion does not align with your values. Do not hesitate to ask challenging questions about their strategies for hiring individuals from diverse demographics and the metrics they employ to measure diversity.

6. what guarantees do you offer when placing workers?

Reputable recruitment agencies understand the importance of delivering results and meeting their clients' needs. That's why they won't charge you if they can't find suitable candidates or if they fail to meet your expectations. When choosing a recruiter, opt for one that offers an iron-clad satisfaction guarantee. Some agencies even go the extra mile by providing guarantees to replace candidates who don't work out within the first few months. That can go a long way to inspire confidence in your hiring choices. You deserve to work with a confident recruitment partner who is certain they will help you find the best person for the job!

7. how do you assist the new hires?

Avoid recruiters who neglect to support the staff they hire. The top recruitment agencies maintain regular communication with the people they hired to ensure a smooth transition into their new environment. Moreover, your recruitment agency should be willing to provide guidance on employee retention strategies. In other words, they should be committed for the long term.

8. how do you add value to our internal HR team?

Most companies use recruitment agencies in addition to their own human resources departments. It is crucial to understand the added value they bring to your internal team. Will they maintain regular communication with your staff? How will they facilitate information sharing? Can they contribute specialist skills that you don't already have in-house? Can they assist you with other HR related tasks?



9. do you have methods of demonstrating ROI?

It's vital to feel confident that the outcomes and benefits you receive from your partnership with a recruiting agency justify the spend. One of the best ways to gain this reassurance is by asking any potential partner to provide you with case studies detailing the solutions they have delivered to past clients and the results they have generated. Ideally, these case studies should relate closely to your own business, focusing on other companies in your industry or organisations facing similar challenges. In addition, your recruitment agency should be able to track various metrics to demonstrate improvement in your HR and workforce management processes.

10. what makes you different from other recruitment agencies? ROI?

Recruitment companies come in all sizes and types, with different service offerings and approaches to talent acquisition. When interviewing a potential partner, ask how their methods differ from a competitor's and why you should choose their service over another. Explore essential benefits such as ease of communication, technological enhancements and industry expertise. While you want a company with the network to handle your needs, you also want the personal touch. Inquire into their customisable services and devise a few test scenarios to see how they respond to specific requests.



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[Book a meeting with us to start a conversation about your needs.](#)

