



QUALSERV  
Consulting Ltd



“Quality without Compromise”

Qualserv Consulting Ltd

## ABOUT US



Choosing a recruitment company that will help you to bring in excellent resources to your department or company can often be a minefield.

All too often, many recruitment companies will not take the time to understand your corporate culture or the skill requirements of the roles you require candidates for.

However, Qualserv Consulting are different. The name Qualserv comes from joining the first four letters of the words 'Quality' and 'Service' and this is very much the focus of our company.

Established in 1998, we take time to listen to your needs, to understand the way you recruit and the type of people you recruit, and tailor our solutions to meet your requirements.

We interview all our candidates personally, to better understand their individuality, aspirations and experience, where logistically possible. Eligibility and identity checks are also undertaken, and verified references are required from each applicant covering their previous employment as per the requirements of job.

We also assess the suitability of our candidates from a skills perspective where possible. For example, if a client is looking for a Windows Server Specialist we will technically test candidates to ensure that an interviewer's time is not wasted due to applicants' technical skills not matching up with what they have written on paper.

If the job demands paper qualifications, for example, a Criminal Record Bureau (CRB) clearance, and if the candidate does not have one then we would apply for clearance on our candidate's behalf. This policy gives our candidates trust in Qualserv Consulting and in turn gives our clients every confidence in the staff we select to work for them.

Above all, because we want a longterm business relationship with all our clients and candidates, all our dealings with you will be carried out with the utmost honesty, openness and integrity. We believe people do business with ethical people they can trust.



## CUSTOMER SERVICE & CALL CENTRE DIVISION

**A**s a company we realise that great customer service provided from first class employees is the key to a successful business, and we pride ourselves on providing this kind of service.

Thus, we always keep this in mind when supplying for the customer service and call centre industry.

We seek only to provide the most polite, accomplished and professional candidates with strong interpersonal skills. Our experienced and capable consultants deliver solutions that are around individual companies' requirements, ensuring high quality and rapid delivery.

We offer a wide range of permanent and contract positions in this sector.

**Staff provided for Customer Service & Call Centre Solution includes:**

- Call Handlers
- Call Co-ordinators
- Call Centre Managers
- Call Centre Advisors
- Customer Service Advisors
- Outbound Sales Advisors
- Telemarketing Executives
- Team Leaders
- Back Office Support
- Telemarketing
- IT / Technical Help desk
- Customer Relations

## SUMMARY OF BENEFITS

**W**e strive to gain a thorough knowledge of your corporate culture or business, helping us to secure the best possible Candidates for your organisation.

- The maximum number of CVs we will forward to you is usually three to ensure candidate quality. Our interview to CV and placement to CV ratios exceed 50 %.
- We assess candidates' (technical) skills and knowledge in whatever area they specialise in, prior to submitting CVs or candidates to potential employers.
- We meet and or extensively telephone interview all candidates prior to submitting their CV or placing them.
- If a job demands paper qualifications, we make proper checks to ensure the authenticity of the qualifications.
- We provide you with at least two written references before any contractor / temp starts with you.
- We encourage client meetings so that the state of our business relationship can be continually assessed.
- We sign up contractors / temps on proper contracts as soon as an offer is accepted to minimise the possibility of the contractor / temp going elsewhere.
- Fixed margins and fees can be negotiated for a volume of requirements.
- CVs are not forwarded to clients without the candidates' permission and we comply with the Data Protection Act and current Employment legislation and Acts.
- We regularly conduct client satisfaction surveys and review our relationship with you as we strive for continuous improvement. This leads to better service in the long run for you. We aim to pay all our contractors / temps on time and without error. This is important since an oft-cited reason for contractors walking off site is the infrequent nature of payments from their agency. This is never an issue when a contractor is engaged through us.
- You have access to diverse array of candidates across a multitude of market sectors from our enormous online and offline candidate databases.
- Part of our UK and EU candidate re-sourcing team is based overseas which means we have one of the longest resourcing day (in man hour terms) of any recruitment consultancy in the UK.

We can be contacted 24 hours a day, 365 days a year should you have a role that needed to be filled urgently and or on very short time scales.



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