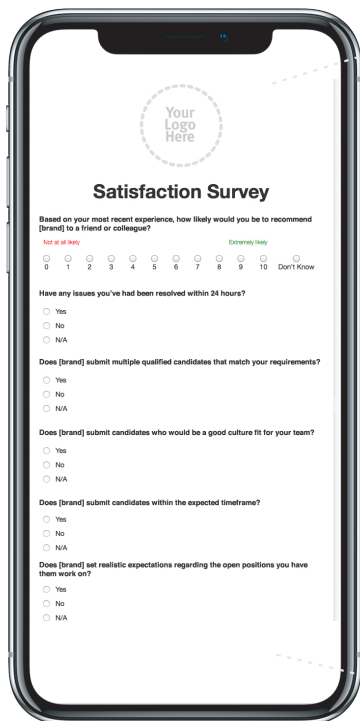



## 8-Question Client Survey

This is a preview of the survey that your clients will receive. On average, staffing firms that survey clients and candidates through ClearlyRated see a 32% response rate.



This Net Promoter® Score (NPS) question is the globally recognized survey question that determines a client's and candidate's level of loyalty to your firm. This metric determines if your firm earns the Best of Staffing® award.

After a decade of client satisfaction research for professional service firms, Inavero has identified these 5 key drivers of client satisfaction.



### Satisfaction Survey

Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10 Don't Know

Have any issues you've had been resolved within 24 hours?

Yes  
 No  
 N/A

Does [brand] submit multiple qualified candidates that match your requirements?

Yes  
 No  
 N/A

Does [brand] submit candidates who would be a good culture fit for your team?

Yes  
 No  
 N/A

Does [brand] submit candidates within the expected timeframe?

Yes  
 No  
 N/A

Does [brand] set realistic expectations regarding the open positions you have them work on?

Yes  
 No  
 N/A

What is the primary reason behind the rating you provided?

What, if anything could [brand] do differently to increase the value you receive working with them?


## 7-Question Talent Survey

This is a preview of the survey that your talent will receive. On average, staffing firms that survey clients and candidates through ClearlyRated see a 32% response rate.



This Net Promoter® Score (NPS) question is the globally recognized survey question that determines a client's and candidate's level of loyalty to your firm. This metric determines if your firm earns the Best of Staffing® award.

After a decade of talent satisfaction research for professional service firms, Inavero has identified these 5 key drivers of talent satisfaction.



### Satisfaction Survey

**Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?**

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10 Don't Know

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**Have issues you've had been resolved in a timely manner?**

Yes  
 No  
 N/A

**Have all your calls and emails received a response from [brand] within 24 hours?**

Yes  
 No  
 N/A

**Was your current or most recent position accurately described to you prior to starting?**

Yes  
 No  
 N/A

**Were you treated well by the organization with which you were placed on your current or most recent assignment?**

Yes  
 No  
 N/A

**What is the primary reason behind the rating you provided?**

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**What, if anything could [brand] do differently to increase the value you receive working with them?**

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