



## Excellence in Marketing and Customer Satisfaction

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### The Royster Group Client Satisfaction Executive Search Survey

<b>Client</b>	
<b>Client Contact</b>	
<b>Title</b>	
<b>Address</b>	
<b>Phone Number and Email</b>	
<b>Assignment</b>	
<b>Name of Placed Candidate</b>	
<b>Time to Complete Assignment</b>	

Yes    No    N/A

Would you be comfortable if we disclosed your identity?

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If not, would you be willing to talk to the Global Account Manager at The Royster Group regarding this most recent transaction or your relationship with them?

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### Client Relationship

First Time and/or Less than 6 Months	6 Months - 2 Years	3 - 6 Years	7 - 10 Years	More than 10 Years	Don't Know / NA

How long have you been a client of The Royster Group?

### Overall Satisfaction

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know / NA

Overall, how satisfied were you with The Royster Group on the most recent project completed?

## *Performance Compared to Expectations*

	How did the performance of The Royster Group compare to your expectations regarding the following:	Far Exceeded Expectations	Exceeded Expectations	Met Expectations	Partially Met Expectations	Did Not Meet Expectations	Don't Know /NA
a)	The proposal/confirmation letter representing your needs and requirements						
b)	The position description describing the job and the desired candidate's qualifications						
c)	Timeliness of the engagement						
d)	Responsiveness throughout the engagement						
e)	Communication throughout the engagement						
f)	Relationship with the consultants						
g)	Quality of candidates provided						
h)	A diverse pool of candidates						
i)	Comprehensiveness of candidate reports						
k)	Negotiation and closure process						
l)	Overall performance						

## *Value*

	Very High	High	Medium	Low	Very Low	Don't Know/NA
How would you rate the value of the search in relation to the fee paid?						

## *Likelihood to Do Business Again with The Royster Group*

	Definitely Will	Probably Will	Might or Might Not	Probably Will Not	Definitely Will Not	Don't Know/NA
How likely are you to do business again with The Royster Group?						

## *Qualitative Comments*

<b>What were the specific strengths of The Royster Group on this assignment?</b>	
<b>What were the specific weaknesses of The Royster Group on this assignment?</b>	
<b>What are your suggestions for improvement?</b>	