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READYSETEXEC.COM  
MANHATTAN, NY



**READY**  
**SET EXEC**

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CUSTOMER FAQ

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# HAVE QUESTIONS?



Have questions of a recruiting firm but were afraid to ask? In our client buyers guide we outlined the best ways to choose an executive search partner, in this guide we review commonly asked questions regarding how our service works and how best to ensure that your search is completed in a timely manner. As with all partnerships, both parties need to have good communication, mutual respect, a clear vision and defined roles and responsibilities.



# COMMON QUESTIONS

QUESTION: WHAT IS EXPECTED OF CLIENTS IN THE SEARCH PROCESS?

ANSWER: Great question, with READY SET EXEC you will receive a high level of service, this includes regular face-to-face video meetings weekly to update you on the status of the search, along with a client collaboration portal where you can review the activity, candidates and provide constant feedback. Our process involves a high level of collaboration and this requires that you are available to connect, provide feedback and interview in a timely manner. As a client partner we would appreciate clear communication, mutual trust and respect and patience as some searches are more challenging than others.

QUESTION: WHAT IS THE AVERAGE TIME TO FILL A VACANCY?

ANSWER: Overall our fill rate is over 95% with majority of searches lasting 45 days from inception. The timeline includes the search start and ramp up, a candidate going through our recruitment process, then client interviews, then an offer being negotiated, the candidate will also give notice to their employer which can be two to four weeks.

QUESTION: HOW DOES YOUR GUARANTEE WORK?

ANSWER: Our standard guarantee period is for 90 days, this allows you to have a full quarter of performance with your new hire. If the candidate's performance is not satisfactory, then READY SET EXEC will find a one time replacement candidate that meets your hiring criteria. Usually we are able to go back to our active candidate pool and find one of the top candidates for you or we will conduct the search again. The one time guarantee does not extend the guarantee period, rather it is a fulfillment of our promise to ensure you have a candidate for hire. When making a new hire, having a structured and thoughtful onboarding process, training and a healthy work environment all work towards integrating your new employee and increasing your employee retention.



# COMMON QUESTIONS

QUESTION: WHAT IS THE DIFFERENCE BETWEEN CONTINGENT AND A RETAINED SEARCH?

ANSWER: Retained search involves a significant upfront financial commitment from the client, typically paid in three installments: one-third upfront, one-third upon interviewing, and the final third upon hiring. This commitment signifies a strong dedication to finding the right candidate and ensures that the recruiting firm allocates substantial time and resources to the search process. In contrast, contingent searches require no payment until a candidate is hired. While this may seem like a lower-risk option, it often results in less commitment, time, energy, and resources from the recruiting firm. Contingent searches are typically deprioritized in favor of retained searches, and resources are allocated accordingly.

Contingent searches are ideal for those seeking speed and volume in the recruitment process, typically in more transactional environments. They are recommended for filling entry-level or mid-level roles that can be filled within 30 days. On the other hand, a retained search represents a true partnership between the client and the search firm. It entails a firm commitment from the recruiting company to fill the role effectively. Executive searches, a type of retained search, tend to have a higher success rate, ranging from 80% to 95%, compared to the average success rate of around 15% for contingent searches.

QUESTION: I AM UNSURE ABOUT OUR HIRING PROCESS AND COMPENSATION FOR THIS NEW HIRE, CAN YOU HELP?

ANSWER: Absolutely and we would enjoy partnering with you to discuss the position, recommended salary ranges, crafting a job description and anything else we can help with to ensure a successful hire. We typically recommend a three interview system on the client side, involving an initial screen with your human resources, a second interview with a leader/direct manager and a final interview with a panel of stakeholders in the hiring decision.



# COMMON QUESTIONS

QUESTION: WHAT IS THE REFUND POLICY?

ANSWER: READY SET EXEC is offering a service and as such, time, energy and resources are spent in the search process. Communicating problems early allow us to mitigate them and adjust our service as needed. There is no mechanism in our contracts for refunds, in many cases our customers are not even invoiced until the work is completed and a hire is made. We have several things we can do to ensure your satisfaction, by offering a replacement under our guarantee or a discount of future searches.

QUESTION: IF I LIKE MY RECRUITER, CAN I USE THEM FOR ALL MY PROJECTS?

ANSWER: Absolutely we will do our best to ensure you have the same client manager and recruiter on your subsequent search. Our aim is for a long term partnership with you and ensuring you have continuity of service and a enjoyable experience is paramount. Please indicate at the start of service so we can accommodate your request. In addition, if you have a spectacular job done, please do leave feedback by sending us an email with a testimonial!

QUESTION: IS RECRUITING AS EASY AS IT SOUNDS?

ANSWER: Many would have you believe that recruiting is as simple as posting a job, waiting for candidates and making a few phone calls. This is simply not the case, while recruitment may seem straightforward, it's a multifaceted process that requires a strategic approach, attention to detail, and the ability to adapt to changing circumstances. Effective executive recruitment involves not only finding candidates with the right qualifications but also ensuring they align with the company's values and culture. It's an ongoing challenge that requires continuous improvement to attract, retain, and develop the best talent for an organization's success.



# THANK YOU!



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Thank you for taking the time to read our guide. We hope this helps you have a pleasant recruitment experience with us. Please like and follow our LINKEDIN page and see additional insights on our website.

We look forward to working with you!

All the best,

Patrick, John and the team at READY SET EXEC