

COOPMAN  
Search and Selection

Certified  
  
Corporation

Enhancing candidates and clients' needs and experiences

**Customer Satisfaction**





# INTRODUCTION

This summary outlines the results of a customer satisfaction survey carried out by Coopman Search and Selection on a yearly basis. Candidates that we've worked with in the financial services sector headquartered in Ireland and the UK were invited to participate in the survey to determine feedback from our market and understand any key areas of improvement.

In particular, the survey asked employers to address core areas:

- Satisfaction with the overall service
- Considerations for recommending our service to others
- Suggestions to improve our service in the future

Respondents were asked to rate their experiences on a scale from 1 to 10 and provide additional comments on what they valued most and where they felt improvements could be made.

Key findings from this year's survey highlight a high level of overall satisfaction, with an average rating of 5/5 stars. Many candidates appreciated the personalised approach and thorough communication from our team. However, some participants noted that the process could include more roles to access various opportunities.

In response to the feedback, Coopman Search and Selection is committed to implementing several initiatives aimed at enhancing the candidate experience. These include reviews of our feedback, providing more detailed and timely feedback post-interview, and using an empathetic and proactive approach with our candidates.



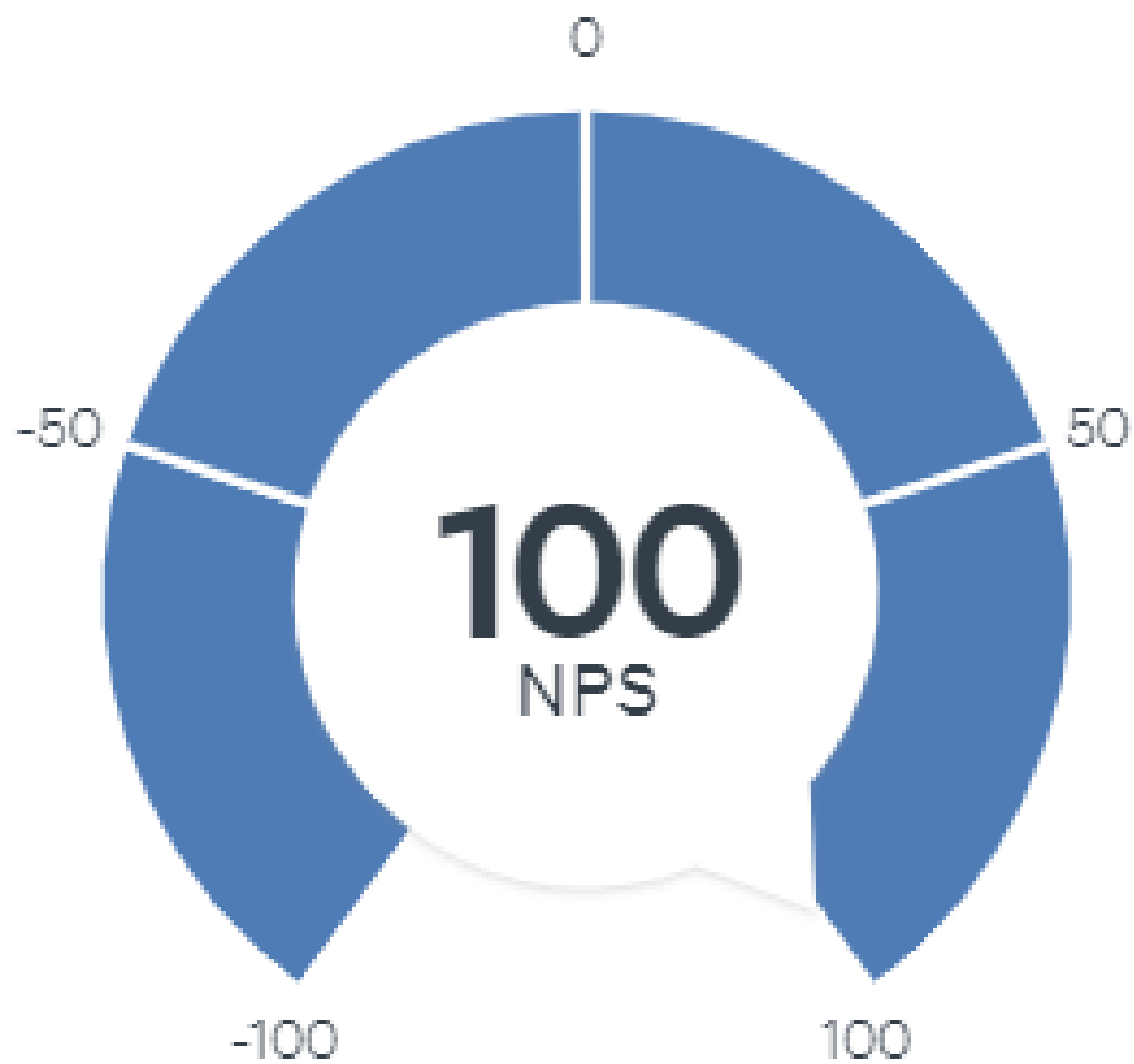


## NPS (Net Promotor Score)

An NPS score measures customer loyalty by looking at their likelihood of recommending a given business. We were delighted in our recent survey to receive a NPS of 100% from the respondents.

Moving forward, we are committed to maintaining and even exceeding these standards. We plan to continue listening to our customers' feedback and making improvements where necessary. This NPS score will serve as motivation to keep striving for excellence, as we aim to not only meet but surpass our customers' expectations.

**Figure 1: How satisfied are you with the job opportunities presented to you by Coopman?**



Source: Coopman Employee Satisfaction Survey

## Candidates Feedback

We asked candidates to submit their feedback within the survey, to help understand their experience and drive engagement. Our question asked what improvements would you suggest for us to better assist candidates like you in finding suitable roles?

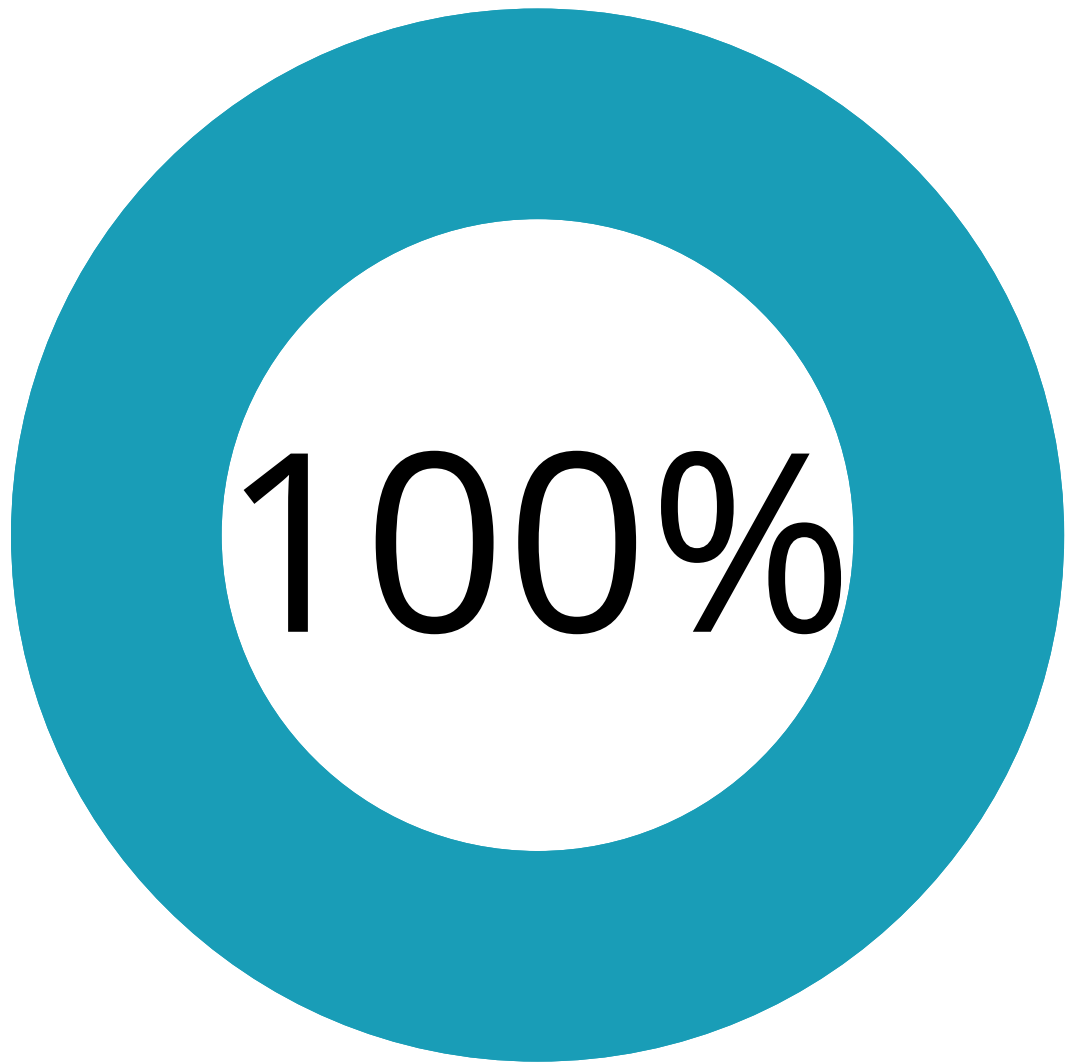
Some responses indicated that having a range of opportunities presented rather than just one specific job would be beneficial for them. This is a great feedback and can depend on certain individuals needs.

We are grateful for all the insightful feedback and are committed to making continuous improvements to better support our candidates in their job search journey.

“Our core values of engagement, purpose, excellence, and progression drive candidate satisfaction by influencing all interactions and contributing to overall organisational satisfaction.”



**Figure 1: How satisfied are you with the job opportunities presented to you by Coopman?**



Source: Coopman Employee Satisfaction Survey

**Employees Satisfaction**

100% of the candidates were satisfied with the job opportunities presented by Coopman. Moving forward, Coopman aims to continue this trend by expanding its network, enhancing its services, and maintaining its unwavering focus on candidate satisfaction. The future looks bright for both Coopman and the countless professionals it serves.

**Opportunities Presented by Consultants**

100% of the candidates were satisfied with the team and felt they understood their needs and requirements in depth, showing Coopman's commitment to matching talented individuals with roles that align with their skills and aspirations.

**Rating the Support and Guidance Throughout the Recruitment Process**

**5.0**

Average Rating



“Stellar experience from beginning to end”



# ABOUT US

Coopman Search and Selection is a specialist financial services recruitment firm for accounting, finance, risk and compliance opportunities in Ireland, Europe and the UK.

We operate internationally across all sectors of financial services, providing solutions to the market on a permanent and interim basis. Working with qualified professionals through to the executive level, we see it as our mission to bring individuals and clients together through a consultative approach, focusing on engagement and excellence.

Through our advanced technology and internationally experienced consultants, we are ideally positioned to deliver results across European and UK financial services markets.

As a Certified B Corporation™, we take a different approach to how we do business. Recognised on an international scale as a company that operates for good, we value & incorporate the interests of all of our stakeholders to grow in the most sustainable manner.





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