



SERVICE REVIEW MEETING

When?

Top 10 clients EOFY and New Calendar Year

To include:

Review

- Account overview- roles filled, ratios/fill rates, average salaries, average tenure, successes, achievements, additional discussion points.
- Feedback on service (could create survey for them to complete prior to discuss the results in meeting)..

Forecast

- Forecast for next 6 months- new projects and growth plans, replacement hires, new hires, contract/temp needs.
- Pipelining of talent- biggest challenges and areas of interest.

Pitch

- New service offerings, new processes, new USP's, value adds, securing exclusivity, referrals to other areas/points of contact



SERVICE REVIEW MEETING

Account Management Plan -
internal and to send to client

To include:

- Review of above
- Key takeaways
- Action points - you
- Action points - them
- Plan for contact going forward
- Value adds to include in your service



hume scope

developing exceptional recruiters.

