

At People First, we're proud of our name. It defines our approach to everything we do.

We're also proud of our brand. That's why, whichever People First company you contact, you will be guaranteed the same, superlative level of service which our clients have come to trust.

Most importantly of all, we're proud of our people. Our consultants are dedicated, caring and fun; what's more, they are passionate about recruitment!

A bit more about us...

**People First Staff Service is a family of specialist recruitment brands: People First OFFICE SUPPORT, People First MULTILINGUAL, People First SUPPLY CHAIN and our specialist Japanese division, STAFF SERVICE People First. We supply both temporary and permanent employees and are committed to developing long-term relationships with our clients.**

Founded in the UK in 1997, People First is now part of Staff Service Holdings Ltd, one of Japan's leading employment and human resource consultancies with overseas operations in Europe, North America, Latin America, Australasia and Asia. Despite the size of our worldwide operation, we work hard to maintain a small company feel, with a flexible, friendly and personal approach.

We genuinely recognise the value of all our employees. Our corporate culture encourages team-working, we invest substantially in training and hold regular appraisals with all our people. Not surprisingly, perhaps, we have one of the highest consultant retention rates in the business, thereby ensuring continuity of service for you.

**Finalists in the national RecruitRank awards 2006 for:  
"Best understanding of Jobseeker Needs"  
"Best Industry Knowledge"**

For further details on any of our divisions, or to speak to one of our consultants, please contact us on **020 7796 3636** or at **mail@people-first.co.uk** **www.people-first.co.uk**

We have built up a comprehensive knowledge of a wide range of industry sectors and honed our skills in recruiting for a variety of roles, including the following:

**Banking & Financial Services**

**Sales & Marketing**

**Customer Services**

**Accounts**

**Secretarial/Administration**

**IT support**

**Research**



A bit more about us...

At People First MULTILINGUAL, we are proud of our service level. Our consultants have all enjoyed living and working abroad, so understand that incorporating a diverse, international workforce into your business environment can be challenging: luckily we thrive on challenges and really enjoy assisting our clients to find long-term recruitment solutions. That's why you can expect a different level of service from People First MULTILINGUAL than you would from other language recruitment agencies.

Our consultants receive a high volume of CVs each day, and spend a lot of time assessing potential candidates in order to choose the very best applicants for you. Candidates' language, IT and other skills are tested as standard, so that you can be assured that the People First MULTILINGUAL shortlist is highly selective: Most importantly, our consultants are highly skilled at matching candidates to specific roles and corporate cultures.

Armed with a wealth of experience and expertise in the multilingual recruitment market, we can offer realistic and informed advice about the market place and even help you to beat the skills shortage! In such a fast-moving, candidate-driven market, selecting the very best candidates can sometimes be a difficult job to do, but we truly believe that we have some of the best people here doing it every day.

For further details on People First **MULTILINGUAL**, or to speak to one of our consultants, please contact us on **020 7367 0079** or at [language@people-first.co.uk](mailto:language@people-first.co.uk) [www.people-first.co.uk/multilingual](http://www.people-first.co.uk/multilingual)

We have been providing temporary and permanent supply chain recruitment solutions since 1997. The disciplines we cover include:

**Supply Chain Management**

**Logistics & Shipping**

**Trading**

**Sales Administration**

**Planning/Forecasting**

**Inventory Management**

**Purchasing**



A bit more about us...

**At People First SUPPLY CHAIN we genuinely understand the supply chain business. Every recruitment assignment is handled by a supply chain expert, who works with clients and candidates in a relationship of mutual trust and understanding.**

The average People First SUPPLY CHAIN consultant "life span" is well over the industry average, which means that you really get to know your account manager. More importantly we get to know you, your company and the roles you recruit for. We always welcome the opportunity to visit you at your offices and to learn more about your corporate culture.

Our consultants are able to source candidates at all levels, from entry positions through to senior management. We enjoy working closely with clients and have built up relationships with some of the largest companies in the world, as well as SMEs and start-up companies. Our consultants keep themselves up to date with recruitment issues and are always one step ahead of the competition when it comes to understanding the roles you recruit for.

For further details on People First **SUPPLY CHAIN**, or to speak to one of our consultants, please contact us on **020 7367 0077** or at **register@people-first.co.uk** [www.people-first.co.uk/supplychain](http://www.people-first.co.uk/supplychain)

Our consultants have wide-ranging experience, which has provided them with an understanding of a variety of disciplines and business functions. Some of the areas we cover include:

PA/Administration/Reception

Accounting

Sales Support

Customer Services

Banking & Finance

Data Administration



A bit more about us...

**At People First OFFICE SUPPORT, we offer a different approach from the multi-branch, high street agencies. As a small agency, you can be assured that when you need to discuss recruitment, you can speak directly with your dedicated consultant. It will usually be the same person each and every time you call us - except when he or she takes a well-deserved holiday from the office! This enables you to reap the benefits of continuity of service. And whilst we really shouldn't boast, our consultants are rather nice people to talk to; and they love locating the perfect candidate for your recruitment needs.**

You can rest assured that all of our candidates will have been given the People First seal of approval before we send them. Computer skills tests, identity checks and referencing, along with a face-to-face interviews are carried out as a standard part of the registration process. We believe that the key to our success has been through making communication and relationship building our company mantra. Our feedback questionnaires give you the opportunity to tell us how we can make your role as recruiter as effective as possible. We will always embrace (rare!) criticism to enable us to continually refine the service we offer.

For further details on People First **OFFICE SUPPORT**, or to speak to one of our consultants, please contact us on **020 7367 0076** or at **support@people-first.co.uk** [www.people-first.co.uk/officesupport](http://www.people-first.co.uk/officesupport)

**STAFF SERVICE** People First is a specialist division of People First, sourcing candidates with mother tongue standard, fluent, or even conversational Japanese for a broad range of industries, including:

**Banking/Finance/Accounts**  
**PA/Administration/Support Roles**  
**Customer Services/Travel**  
**Sales & Marketing**  
**Translating/Interpreting**  
**IT Support/Engineering**



A bit more about us...

Founded in the UK in 1997, People First became part of the Staff Service Group - one of Japan's leading recruitment and human resource companies - in 2002. Increasing awareness of the Staff Service brand amongst Japanese speakers, coupled with the excellent reputation of People First within the UK market, ensures we attract the very best candidates for you.

Over the past decade, our clients and candidates have come to rely on our expert knowledge of a highly specialist market sector. All our consultants are fluent Japanese speakers and have gained previous work experience in the UK before progressing into recruitment. Our cultural understanding of workplaces in the UK and Japan allows us to find the best recruitment solutions to suit each individual client.

In this highly dynamic market place, we understand that our clients may sometimes need to broaden their candidate search. With the assistance of our international business partners, STAFF SERVICE People First can offer a CROSS-BORDER RECRUITMENT service, to assist our clients in attracting internationally-minded candidates from Japan and overseas.

For further details on **STAFF SERVICE** People First, or to speak to one of our consultants, please contact us on **020 7367 0070** or at **teamjapan@people-first.co.uk** [www.people-first.co.uk/staffservice](http://www.people-first.co.uk/staffservice)

We know that you, our clients, expect a superlative level of service, but that you also have to justify costs. People First delivers by maintaining highly competitive rates and offering attractive reductions for sole agency agreements or for volume business.

## Permanent Recruitment

At the heart of our approach is a fundamental belief in the importance of selective recruitment; a belief that is validated by our record of repeat business, currently standing at **92%**. We are so confident in our ability to match candidates to roles that, in the case of contingency-based assignments, if we are unsuccessful you will pay **NOTHING**.

Salaries	Rate
£0 to £14,999	15%
£15,000 to £19,999	17.5%
£20,000 to £29,999	20%
£30,000 plus	25%
Overseas recruitment	25%

In the rare event that a candidate leaves within the first 3 months of employment, we also offer a replacement candidate **FREE OF CHARGE\***

## Temporary Recruitment

At People First, we understand that a temporary workforce is often much more long term than the name suggests; People First consultants are trained to take as much care over recruiting for a temporary assignment as they do for a permanent one. As a consequence, our temps tend to stay longer than a typical agency temp; the average People First temp "life span" is over 6 months and 41.8% of People First temps convert to permanent employee status.

The People First guarantee: If you are not satisfied with a temp's standard of work and call us within 4 hours of the beginning of the assignment, we will make **NO CHARGE** for the hours worked.\*

\*Our standard terms of business apply

For further details on any of our divisions, or to speak to one of our consultants, please contact us on **020 7796 3636** or at **mail@people-first.co.uk** **www.people-first.co.uk**

At People First, we are committed to working with our clients and candidates, in a partnership of honesty and trust. This is our People First promise to you.

### **We will communicate with you**

- Regular progress reports throughout the recruitment process
- Thorough briefing of candidates prior to interview
- Prompt and detailed feedback to both candidate and client post-interview
- Communication with candidate and client during the critical “settling in” period, post-placement

### **We will save you time and offer you peace of mind**

- A shortlist of candidates with the closest possible match to your specification
- Thorough vetting of candidates through face-to-face interviews along with identity, visa and reference checks
- Candidate skills testing on popular IT packages, maths, spelling and foreign languages, as appropriate

### **We will act with integrity at all times**

- We will obtain candidates’ permission prior to submitting their details to you
- We will abide by the REC Code of Conduct, and best recruitment practice
- We will promote diversity in the workplace
- We will comply fully with Data Protection Privacy and all other relevant regulations

### **We will continue to improve performance**

- Regular in-house seminars and training for our staff on legislation and best recruitment practice add value to the level of service we provide
- A commitment to improving our service: At the end of every recruitment assignment, we will send you a customer feedback form, as part of our genuine desire to continually improve the service we provide to you

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