

**Recruitment**

**“THE RIGHT PEOPLE  
FIRST TIME”**

2015

**VANTAGE SOLUTIONS**



**The most valuable asset in any business:**

## **PEOPLE**

Most managers would agree that recruiting and retaining the right quality of staff is one of the most challenging aspects of their job

With the right team, aspirations are achieved and customers will be satisfied so we need a recruitment process that seriously reduces management time spent in this area while providing a cost effective method for getting the right people first time.

**The traditional traps that we fall into:**

**“I need somebody with experience”**

Unfortunately the experience that they bring to your business may not tie into what you are trying to achieve with your customers and the overall culture of your business.

**“I want somebody with a proven track record”**

CV's may not always tell the full story, performance figures can be presented in many different ways and if they are *that* good, why not stay where they are and reap the benefits of all of those repeat customers?



**“I interview thoroughly”**

Confident candidates may perform well at a traditional interview and be able to answer your questions over a short period but may prove less than capable in the role

**“I always take references from previous employers”**

Although references of course form a vital part of any recruitment process, some previous employers may be reluctant to supply information that could later lead to any kind of conflict or even litigation

**“I like to handle everything myself”**

Administration and management time can prove excessive in handling applications, reviewing CV's, arranging short lists and interviews, often coordinating several people's involvement



## **The advantages of holding a recruitment / assessment day**

### **Good candidates are not disadvantaged by the quality of their CV**

Clients do not see the CV's prior to the assessment day therefore avoiding the possibility of pre-selection using the wrong criteria

### **Management time employed is drastically reduced**

All applications are handled by us as well as all of the administration of the day; all the client has to do is turn up on the day and observe the applicants as their competencies are tested in a structured and thorough manner

### **Candidates compete on a level playing field**

Each of the exercises undertaken are held in identical circumstances and they perform under the same pressure

### **Applicants perform over an extended period in different exercises**

The client has the opportunity to view all of the candidates under a wide range of circumstances making them better able to assess their ability to fit in with their organisation



## How the process works

- We design a suitable advertisement to post onto internet Job Sites
- Vantage Auto Recruitment is the responding address and we handle and collate all of the incoming CV's
- Subject to sufficient responses (We always get a lot) we then send out invitations to all candidates to attend an assessment day
- The client books a suitable venue (hotel, leisure centre, football ground etc)
- The client (and all decision makers) attend the day as the candidate assessment panel while we host the day
- The candidate numbers are reduced throughout the day following each of a series of communication exercises, role-play events and written tests
- The final candidates undergo DISCUS psychometric testing to provide further insight into their personalities
- The client is given access to the candidate CV's in readiness for final interviews by the panel
- We would normally suggest a 48 hour 'cooling off' period before inviting the final candidates to the dealership for final interviews and job offers
- A single flat fee is payable regardless of how many people are recruited from the event
- This makes the event even more effective when the dealer is looking for more than one staff member or the group has several sites in a region where the cost can be spread
- Previous clients have used this process to recruit staff for management, salespeople, service advisors and parts people – often from the same event



## **Competencies Tested**

### **Disaster brief**

The first exercise of the day is designed to create an “ice break” as well as getting candidates to interact in groups. We use this time to examine the following:

- Ability to communicate in a group situation
- Dominance
- Influencing skills
- Humour
- Negotiation skills
- Logic

### **Presentation exercise**

We next ask the candidates to prepare a five minute presentation on one of a number of topics. We would be looking to test the following

- Dress sense
- Eye contact
- Body language
- Content of presentation
- Methodology and preparation
- Voice tone
- Charisma



### **Telephone role-play**

Tailored to the nature of the job, the telephone role-play will examine the following:

- Structure of the call
- Tone, pitch & inflection
- Active listening skills
- Taking control of the conversation
- Accurate data capture
- Ability to sell an appointment
- Objection handling technique

### **Negotiation exercise**

The negotiation exercise will be based on a completely unrelated topic to vehicle sales or service and will be designed to examine the following:

- Ability to understand a complex brief
- Selling benefits rather than just price
- Price justification
- Objection handling
- Negotiation skills

### **Written exercises**

Throughout the day, delegates will complete a variety of written exercises which will be marked to form part of the final selection process.



## **In Summary**

The true benefits of a Vantage Solutions assessment day can be summarised as follows:

- The client spends only one day in the recruitment process rather than several
- The client can recruit as many candidates from one assessment day as required
- The client pays one flat fee for the service with no percentage of earnings attached
- The client has a greater opportunity to evaluate candidates over a longer period and a broader series of circumstances than they would from a traditional interview
- The candidate has a better opportunity to meet with the client and assess whether the position is right for them. This reduces misunderstandings about the role and leads to lower staff turnover
- The whole process is handled in a very professional manner and portrays a great company image
- The process is designed to deliver new people into the industry with the right attitude and aptitude to enhance the performance of the clients business

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