

# Specialist recruitment for customer service, support, and sales staff.

## Why use Brilliant CS Recruitment?

It takes time, effort, and skill to get recruitment right - especially customer-facing staff.

Our goal is to help you to find the right candidate with less time and uncertainty. We can also save you money and gets results faster in most cases.

An expert service for low fixed-fee .



## How we work – three options

**Standard salaried  
candidate sourcing**

**Freelance and  
commission-based staff**

**New hire skills training and  
induction**

### Standard salaried candidate sourcing

1. Low-fixed fee with a 12-month replacement guarantee.
2. Advertising, search, filtering, and short listing, first interview.
3. Candidate interviewing, assessment, and testing (if required).
4. Administration and communication with all candidates.
5. New starter training and mentoring onboarding program.

This is full turnkey service.  
We take time to understand your example requirements and preference.

### Freelance and commission-based staff

1. Low-fixed monthly fee – unlimited applicants.
2. Advertising, Search, filtering, and short listing.
3. Candidate assessment and testing (optional)

### New hire onboarding

We can provide new hire onboarding program. This includes topics, skills, and know-how about your business. Available independently.

### How to get started

Please get in touch to discuss your requirements.



Call 07515 851 691  
email@brilliantcs.co.uk

# Customer Service, Support and Sales

## Recruitment and Training

### Terms and Conditions

Standard salaried candidate sourcing	Freelance and commission-based staff	New hire skills training and induction
£2,500 per candidate	£1,000 per month	From £195 per person

### Summary

#### Typical job roles

- Customer service representative
- Technical support
- Sales support
- Account manager
- Online support
- Telephone advisor
- Team leaders and managers

#### Training topics

- Customer service skills
- Business writing skills
- Communication skills
- Complaint handling
- Presentation skills
- Negotiation skills
- Customer-focused selling

#### Standard recruitment service, includes

Twelve month replacement guarantee if candidate leaves.

Advertising, search, filtering, and short listing, first interview.

Candidate interviewing, assessment, and testing (if required).

Administration and communication with all candidates.

New starter training and mentoring onboarding program.

*Freelance and commission-based staff – unlimited applicants for you to process and interview.*

All prices exclude VAT. Full terms on request.

[www.brilliantcustomerservice.co.uk](http://www.brilliantcustomerservice.co.uk)



Call 07515 851 691  
email@brilliantcs.co.uk