1. We follow a Recruitment Plan checklist (see attached) that includes our goal to obtain employer feedback both during and after the recruitment.
2. The first step to obtaining quality feedback from employers is to set the expectation in our first meeting with the employer.
   1. WS Lane business team member explains to the employer that their feedback is vital to help us refer the best quality candidate.
   2. During that first employer meeting, we then ask a series of questions to help us determine characteristics the employer is seeking in a new employee. ( see attached employer questions)
   3. Staff explains (sets the expectation) to the employer that we will ask for feedback after sending the first few candidates.  This allows us to adjust and improve the quality of the candidates we refer.
3. After the first meeting, we take the employer’s feedback and place it into iMatchskills   
   (IMS) as an employer tracking note.
   1. We then follow the recruitment checklist (see attached ) to ensure we don’t miss any steps in the recruitment and adhere to the employer’s timeline.  This process includes steps to obtain feedback both during and after the recruitment.   This checklist is saved in the shared drive in the Customized Business Services folder.
4. Depending on the employer’s preference, we call or email employer after the first one to three referrals to obtain their feedback on the quality of referred candidates.  Employer’s feedback is recorded in their iMS file as an employer tracking note.
5. Specific feedback from the employer may be used for coaching and to aid professional development of individual job seekers.  Any coaching will be tracked in the job seekers iMS file.
6. After the recruitment is complete, we contact the employer to get feedback on the final candidates and to result the hire.   A final tracking note is made in the employer file and if appropriate additional notes are placed in the job seeker’s file.