

# 10 Ways to Make Recruiters Love You

A compilation of my blog series from "[Confessions of an Executive Restaurant Recruiter](#)" The title of the series changed about 3 weeks into the series. I think I explain why pretty well. I hope that you enjoy the series.

Please feel free to contact me through my blog or at my email address ([carl@cecsearch.com](mailto:carl@cecsearch.com)) if there is a way that I can be of service to you, if you have questions, or if you have suggestions for topics that I should write about on my blog. – Carl

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## **Recruiter's Bill of Rights - Introduction**

September 20th, 2006 by [Chief Executive Restaurant Recruiter](#)

In response to a pretty good article that was written by [John Younger](#) and published on [Accolo](#), which I originally found on [ItzBIG](#), I thought that it might spark some discussion and certainly would be helpful to compare and contrast the elements of the Candidate's Bill of Rights and what I will be calling the Recruiter's Bill of Rights. As usual, debate and discussion are encouraged. I'd love some input on elements that I have included, and perhaps things that I have forgotten, overlooked, or just plain left out.

*Carl Chapman announces his proposed "Recruiter's Bill of Rights", focusing on the importance of fairness, communication and mutual respect throughout the recruiting process.*

### ***— Recruiter's Bill of Rights —(beta)***

***Confidentiality*** - Recruiters are entitled to have confidentiality and security of the information shared with prospective candidates regarding the companies with whom the recruiter is working and the positions which he is trying to fill. Any sharing of information with colleagues or co-workers should only be done with express prior permission of the recruiter.

***Credibility*** - Candidates that apply for positions or express interest in a position during recruitment will do so and substantiate that he or she is willing to accept a new position based upon the criteria that is outlined to the recruiter. This means that a candidate is ready, willing, and able to commit to a job change for an acceptable offer.

***Accuracy*** - The resume and all other documents presented to the recruiter accurately depicts the experience, work history, and accomplishments of the candidate. All items will be a true representations of fact.

***Consideration*** - All interested candidates, will work with the recruiter based upon their ability and aptitude, and that consideration should be free from racism, sexism, and other forms of prejudice and intolerance.

***Consistency*** - Decisions to accept or reject offers will be made on the basis of facts and parameters discussed with the recruiter prior to the candidate receiving an offer. There will be no eleventh hour "gotta haves" that are sprung on the recruiter.

***Follow Up*** - Recruiters are entitled to consistent communications regarding the status of their candidate, regardless of the how busy the candidate might be or any change in the status of the candidate as regards his or her job search. Recruiters make their living by

being available for phone calls, they are always available or have a system of notification such as pagers, forwarded telephones, or voice mail. There is no acceptable excuse for not calling your recruiter back, other than death - either yours or his.

***Preparation*** - Each candidate pledges that they will review all relevant information about the organization provided by the recruiter and do research that is appropriate for the level of the position on which they are working.

***Respect*** - Scheduling of interviews will occur in a manner that connotes mutual respect for the hiring manager, their time and their efforts, as well as the needs of the company and formalized hiring process.

***Communication*** - Every inquiry from your recruiter regarding the status of candidacy or application with him or any other company is worthy of a response.

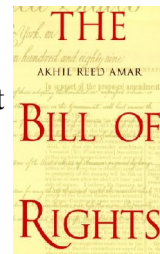
***Information*** - The recruiter will be provided with the necessary and truthful information about the candidate, his or her work history, compensation, performance, felony record, drug use, and other legal hiring criteria etc. in order for the recruiter make an informed decision about the candidate's suitability for the position.

So there you have it. My ideas for the Recruiter's Bill of Rights. Let's see what yours are.

# Confidentiality

November 7th, 2006 by [Chief Executive Restaurant Recruiter](#)

Today is the day on which [ItzBIG Blog](#) usually posts their new article in the series exploring the [Candidate's Bill of Rights](#). I have decided that today I will start my series covering a parallel group of statements which threaded together create what I am calling the "[Recruiter's Bill of Rights](#)." It seems to me that it is totally in keeping with my purpose for this blog. Since one of the most important goals is to bring new understanding and clarity to job seekers so that they can work more productively with executive recruiters, what better way than to spell out how recruiters would like to be treated in the professional relationship that exists between candidate and recruiter.

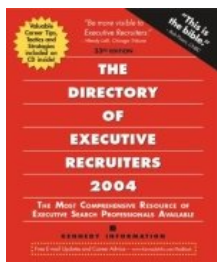


The series will cover each 'amendment' in the Recruiter's Bill of Rights, one per week, and this week's topic will be "**Confidentiality**."

**“Confidentiality** - Recruiters are entitled to have confidentiality and security of the information shared with prospective candidates regarding the companies with whom the recruiter is working and the positions which he is trying to fill. Any sharing of information with colleagues or co-workers should only be done with express prior permission of the recruiter.”

In the series exploring the [Candidate's Bill of Rights](#), we covered the candidate's right to an expectation of confidentiality and some of the horrendous practices of (what I will loosely call) recruiting firms who run fax campaigns that indiscriminately spam companies using a fax number database. Some of the danger to candidates should be obvious - the current employer may find out that they are looking and take action to remove the employee from the company's payroll. I just had a candidate contact me because he was terminated for "looking" for a new job. But there are other more subtle dangers. Dangers like cheapening your value in the industry because you become a 'freely available commodity.' You also hurt your position in terms of working with the top [executive recruiters](#). Good recruiters will ask you where your resume has been submitted, and if the list is long, they won't want to spend much effort on your behalf. If you lie about it, and they discover that when they submit to a hiring authority your resume is already on file... well a few occurrences of that and they won't work with you at all. For my industry, the restaurant industry, I can tell you that the best [restaurant recruiters](#) will also have that information with their network for partners and affiliate offices. It could make it difficult for you obtain [restaurant jobs](#) or [hospitality jobs](#) through any [restaurant management recruiters](#).

So much for the candidate's first amendment, how 'bout the first amendment of the **Recruiter's Bill of Rights** and what does that mean to a candidate and how they should interact with their recruiter. "**Confidentiality**" is just as important to the recruiter as it is



to the candidate. Recruiters share an awful lot of information with candidate's regarding the positions that they are working on, the hiring process, the individuals involved in the interview process, and how the candidate can do well during the engagement. All of that information may have taken months if not years to collect. It is information that puts the recruiter at a definite advantage over his competitors in terms of providing candidates who are right for the job and who actually get hired. Candidates getting hired is what results in a recruiter actually getting a check and being able to feed his family. If a candidate shares the information with other recruiters with whom he or she is working, well then those recruiters are being given an unfair advantage, one for which they have not done any work, and that advantage may well end up in the original recruiting losing a placement or multiple placements. I cover several reasons for recruiters not sharing all the details of the jobs that they are working on in my post "[Recruiting Myths - Candidate Resumes](#);" here is a good example:

“Recruiters leave out the details for competitive reasons - Recruiters that work on a contingency basis work in a very competitive marketplace. They may not have an exclusive with a client company, and there can be many reasons for this. But because of it, they have to be smart about how they advertise their openings. Why? Well, that is easy to answer.... other recruiters. You see other recruiters out there who are industrious may be looking at the same job boards as candidates, in order to find open positions that need filling. The more information contained in a job posting, the easier it is to identify the client company. With a phone and a few minutes time, a really good recruiter could come up with the same assignment that it may have taken the person posting the ad months to secure.”



So a 'bad' candidate can cause the same kind of damage as a badly worded job posting. Working with recruiters should be based upon mutual respect and mutual benefit. If you want to be treated well, have your information treated with confidentiality and as if it is valuable, then you must treat the recruiter's information the same. A recruiter may never find out that you have shared information, but it is not the right thing to do. And if they do find out, you can bet that it will have a negative impact on your working relationship.

Next week we will be discussing "credibility." I hope that you will come back and see what we have to say on that matter.

*-author: Carl Chapman. Carl is the founder of [CEC Search - Executive Restaurant Recruiters](#). He has 20+ years of restaurant industry experience, spent 5 awarding winning years as an executive recruiter with a top 25 [MRI](#) franchise office. Carl graduated from the US Naval Academy in 1980. [CEC Search](#) specializes in [executive restaurant search](#), [restaurant jobs](#), [hospitality jobs](#), [food service jobs](#), and [corporate support jobs in the restaurant industry](#).*

# Credibility

November 15th, 2006 by [Chief Executive Restaurant Recruiter](#)

Ok, I did it. I renamed the series. I got some input from some folks who thought that by naming the series "[Exploring the Recruiter's Bill of Rights](#)" I was doing two things, both bad. One I had a boring title so no one was gonna read what I wrote, and two the title was off putting for candidates and job seekers. I didn't want to do either of those things, so I changed the title. The goal of the series is still the same - to **bring new understanding and clarity to job seekers so that they can work more productively with executive recruiters.**

This week I'll be covering the second tenant that should be followed by candidates in order to get the respect and create a professional working relationship with recruiters; "[credibility](#)."

**“Credibility** - Candidates that apply for positions or express interest in a position during recruitment will do so and substantiate that he or she is willing to accept a new position based upon the criteria that is outlined to the recruiter. This means that a candidate is ready, willing, and able to commit to a job change for an acceptable offer.”

It is a good idea, as part of your career plan, to form long lasting relationships with a select number of recruiters that specialize in your field. Having identified them and introduced yourself you have the beginnings of a professional relationship that can pay handsome dividends over your career. Check out what [Jason Alba](#) of [JibberJobber](#) has to say in his article "[Love Your Recruiter](#):"

“You know that if I had a few that I had relationships with, they would have been hunting for a job for me on the day I called them. But that is based on developing those relationships! Do me a favor... no, do yourself a favor. Go to [recruiting.com](#) and browse the posts there. Look for a recruiter that might fit you industry, or your personality. Or, Google for a recruiter in your area. The time to begin this relationship is NOW, not when you need it!”

One of the easiest ways to ruin that relationship is to not be serious and committed when ask the recruiter to work with you. **DO NOT** use recruiters to investigate your value in the market place to use a leverage for getting a raise. It would be fine to call one of the recruiters you are working with and ask "*Hey Carl, what are the salary ranges you are seeing for guys in my position?*" I'll give you that info right off the bat. But if you call me up and say you are looking to move to a new company, then you have just asked me to invest time in helping you find a new position.

All the work I do for you is absolutely free, no charge, zero cost... to you. I only make any money in the deal when I am successful at guiding you through the interview process and getting the company to make a offer that you and I have discussed and agreed will be

acceptable. That involves a ton of work. So I expect some commitment back from you. When you tell me you want to leave your current company, that means you will take an offer if we get to an acceptable comp plan. When you say that you will relocate, then you are making a commitment that if a job is offered that requires relocation, you WILL relocate. If you don't follow through on those commitments then you will be damaging the relationship, probably beyond all repair.

So, the second step to making a recruiter love you, be credible - make sure that you do what you say you will when the time comes to field offers.

# Accuracy

November 22nd, 2006 by [Chief Executive Restaurant Recruiter](#)

This week I'll be covering the third tenant that should be followed by candidates in order to get the respect and create a professional working relationship with recruiters; "[accuracy](#)."

**Accuracy** - The resume and all other documents presented to the recruiter accurately depicts the experience, work history, and accomplishments of the candidate. All items will be a true representations of fact."

It is a pretty simple rule to follow and something that you as a candidate would expect from your recruiter - **be honest**. When the recruiter gives you information about a position you want the information provided to be accurate and truthful so that you can make an informed decision about whether or not the position is of interest to you, whether it fits your career goals, and whether or not you are qualified based upon your skill set and background. It is well explained in [ItzBig Blog's Candidate Bill of Rights](#) series and I tweaked their response a bit in post about "[accuracy](#)" in [my critique of the Candidate Bill of Rights](#) to explain why the information presented in job postings on the Internet might be a bit thin. However, when discussing the information with the recruiter, the complete details should be revealed and accurately so.



Likewise a recruiter expects that the information that you present about yourself will be accurate and truthful. The jobs and titles that you have held are real, your career achievements are supportable, and your education is listed correctly and your diplomas can be presented if asked for. These things are essential. If you misrepresent yourself during the job search, you may get an interview, but you will certainly be caught at some point. Take the example of [George O'Leary](#) and the disgrace he brought to himself when he was [forced to resign](#) from his dream job as head coach of Notre Dame's [fighting Irish football team](#). He career was practically ruined forever... talk about [career suicide](#).

If a recruiter discovers that you have lied about anything on your resume, you can kiss your relationship with that recruiter goodbye... and with any of his network of close associates. Oh yeah, recruiters talk, they tell stories, they share information. You put a recruiter's reputation in jeopardy by lying to him or her. If they don't discover your dishonesty until after they present you to a hiring company, then they will have egg on their face that may not be so easily washed off. **Small lies count too. Don't do it.** You will be discovered and when you are, the consequences can devastate your career.

Please take notice that I have added a running list of links to each of the articles in the series so that it is easier to navigate from one to another in the series. I stole the idea

from my friend [Jason Alba](#) over at [JibberJobber](#). **He has a great series going on the [Job Seeker's Creed](#)**, which is well worth checking out. So from now on, when I run a series, you will be able to look forward and backward to articles by looking for the running list at the bottom of each article.

# Consideration

December 1st, 2006 by [Chief Executive Restaurant Recruiter](#)

Welcome to December! You may notice that our background has changed to reflect the season of the year - although since it is in the 70's right now, it surely doesn't feel like we are headed for winter. Today is the day that we continue our coverage of "10 Ways to Make Recruiters Love You." This week I'll be covering part four that should be followed by candidates in order to get the respect and create a professional working relationship with recruiters; "[consideration](#)."

**"Consideration** - All interested candidates, will work with the recruiter based upon their ability and aptitude, and that consideration should be free from racism, sexism, and other forms of prejudice and intolerance."

In my post of [part four of the Candidate Bill of Rights](#) I explain that 'consideration' is a euphemistic term for discrimination. It is covered in [ItzBig Blog's Candidate Bill of Rights](#) series but I think I covered it from a standpoint of the difference between legal discrimination in hiring and illegal discrimination in hiring. Legal 'discrimination' is the act of choosing the best candidate based upon their backgrounds, judging one against the other. I assume that you all know what illegal discrimination is.

*So how does 'consideration' come into play in the other direction - in the relationship of candidate toward recruiter, company, and hiring authority?*

Well it's pretty simple, when you think about it. Recruiters and hiring authorities are people too. They come from all walks of life, economic and social backgrounds, from different countries, with different religious beliefs and different ethnic roots. They deserve to be treated with respect regardless of how their backgrounds differ from that of the candidate. In fact, this is a case where you can apply a very simple but old rule, the **Golden Rule - "Do unto others as you would have them do unto you."** Treat recruiters, hiring officials, and anyone from companies that you have contact like you would want to be treated. If you don't, I can guarantee that you won't get the job.

# Consistency

December 12th, 2006 by [Chief Executive Restaurant Recruiter](#)

It's time for our fifth installment of the series, well it is actually a good piece past time. Last time I wrote, it was December 1st and it was in the 70's. It has been 11 days since I wrote the [article on "consideration."](#) I'm going to choose as my excuse the fact that during the intervening time our temperatures here in Atlanta have gotten down into the teens. Since yesterday it was in the low 60's and today we should have more of the same, I am sufficiently thawed out to continue the series. You will recall [if it hasn't been too long] that I am writing a series that was inspired by my friends over at [ItzBigBlog](#) who wrote on the [Candidate Bill of Rights](#). I did a critique of their series in on of my own that focused on [Candidate Rights](#). This series is designed to help job seekers understand how to interact with recruiters so that their relationship will be solid and fruitful. Today's topic is "[consistency](#)."

**“Consistency** - Decisions to accept or reject offers will be made on the basis of facts and parameters discussed with the recruiter prior to the candidate receiving an offer. There will be no eleventh hour “gotta haves” that are sprung on the recruiter.”

There will be some of you, probably job seekers, who will have no idea what I'm talking about in the sentence above. There will be some of you, great recruiters, whose stomachs will turn as you remember the candidate who managed to go through every interview with flying colors and when it came to offer time, sprung the fact that he wouldn't move to the company's headquarters and all along planned to use the offer as a bargaining chip to get the company to allow him to commute cross country. There will be others, some recruiters, who have much too much familiarity with the topic because they don't work to avoid it. So let me explain it to you simply. Job seekers who enter into the process of obtaining a new position through the efforts of a recruiter must be truthful about all aspects of what it would take for them to accept an offer.

There is an onus on the recruiter to delve deeply into all aspects of what would make an acceptable offer for the candidate. The great recruiter knows his candidate very well, what motivates him or her to look, what the candidate dislikes about his or her current work situation, what they do and don't like, what they need more of and what they need less of. The great recruiter will probe about any family situation, special needs for kids, whether or not there is another wage earner to be considered. The great recruiter will understand what kind of company culture the candidate is looking for, what his career goals are and what the company must provide in terms of growth opportunities. The great recruiter has spent quite a bit of time getting to know what it is that qualifies a company as a good fit for the candidate. Yes, you heard me right, but for those not paying attention, I'll repeat it -

And the recruiter does this up front. Why you might ask? Well it is simple, the recruiter doesn't want to waste time - not your time, and especially not his time. By digging deep in the beginning to find out what it is the job seeker is looking for, the recruiter can stop the process at any point in time that he sees the job seeker is not going to make a good candidate. It will save him time and it will ultimately save time for the job seeker as he won't be introduced into situations with potential companies that wouldn't turn out to be a good fit anyway.

So what is it that is required from the candidate? Simple. Be honest and consistent about expressing what it is that you want in a next opportunity. Know what compensation is acceptable, know what your geographic limitations are. Know the culture that is most likely to fit your personality and make you feel comfortable. Understand what kind of community you can live in and what kind you can't. Understand the myriad of things that will effect you and your family's lives as you look to change career positions; express that to your recruiter. Here is a bonus for you. If he isn't interested, it's time to get a new recruiter, this one is broken. Now if you don't have a handle on all the particulars involved in your job change, you owe it to yourself to find out what they are. You should do some heavy exploration of what makes you tick as a professional before you spend your own time and effort on seeking a new position. It will save you time and heartache. It will also help keep your resume from looking like you were hired on at a temp agency and none of the clients appreciated your work. If you spend the time to understand what you want, a great recruiter can be a superior asset in helping you land the career position of your dreams. But you must be consistent in what you ask him to pursue on your behalf.

What about the recruiters who don't start digging up front? Well my advice would be not to work with them. Either they don't understand how to do their job, or they don't care about what's important to their candidates. Either way, they won't be of much value to you as a job seeker.

# Follow-up

January 3rd, 2007 by [Chief Executive Restaurant Recruiter](#)



Welcome back from the Holidays! Today we explore the sixth of my ten ways to make recruiters love you. I haven't been around for a while due to holiday commitments, vacation, and general busyness with other things, but now with the new year started, I should be able to post more than I did the second half of December.

The series that I am writing was inspired by my friends over at [ItzBigBlog](#) who wrote on the [Candidate Bill of Rights](#). I did a critique of their series in one of my own that focused on [Candidate Rights](#). This series is designed to help job seekers understand how to interact with recruiters so that their relationship will be solid and fruitful. Today's topic is "[Follow Up](#)"

**“Follow Up** - Recruiters are entitled to consistent communications regarding the status of their candidate, regardless of how busy the candidate might be or any change in the status of the candidate as regards his or her job search. Recruiters make their living by being available for phone calls, they are always available or have a system of notification such as pagers, forwarded telephones, or voice mail. There is no acceptable excuse for not calling your recruiter back, other than death - either yours or his.”

**I guarantee that the most often leveled complaint about recruiters is that they don't follow up**, they don't return phone calls to jobseekers when the jobseeker is trying to find out if they have received their information, if the interview went well, if they are moving on to the next step,..etc....etc...etc. And that is completely and totally understandable. In today's age of instant communications, there is no excuse for not getting back to a jobseeker when you have new information. It is easy to return a phone call or type a quick email response. When I am initially establishing a working relationship with a jobseeker, I let them know up front that I deal with so many candidates and clients that it is NOT a good use of my time to call and tell them I haven't gotten any new information for them. I invite them to get in touch as often as they like, and promise to return their calls, but calling with nothing new helps neither one of us. Since as recruiters we don't control the hiring process of our third party client companies (oh how I wish that we could) we also can't control their timelines and feedback loops. The best that we can do is to establish the communications rules with the jobseeker and get information to him or her as soon as we have it. [Some recruiters don't follow up because they don't like to say "NO"](#) but, that shouldn't be a problem for a really great recruiter - honest communications are the cornerstone of building a strong, long lasting relationship.

Follow up on the part of the jobseeker, now that is an entirely different story. **There is no excuse for not returning the phone calls, emails, or other communications attempts that are made by your recruiter** (except for the aforementioned fatalities.) This is especially true if you have progress from the presentation stage [where the recruiter has merely presented your professional credentials to a company] to the interviewing stage, where you are interfacing with actual personnel from the recruiter's client company. I have touched on the fact that sometimes [jobseekers, even great ones, stop returning calls](#) and what a vexing problem it creates for recruiters. Sure we are all big boys and we can move on with our lives, find a new candidate, get the position filled, but it does set back our reputation a bit with clients when the superstar we were representing a few days ago suddenly won't return our phone calls so that we may present an offer from our client. If you think that not returning calls for any reason is acceptable, think again. Recruiters have long memories, and their software can help remind them of jobseekers who don't cooperate or who just plain screwed them over. If you think that it won't matter you are wrong. Plus, recruiters talk, your bad actions can get around very quickly, especially in a small community like the restaurant industry.

Follow up is one of the keys to keeping relationships strong. Believe me it is vitally important that you follow up with your recruiter. It will keep both of you happy working with one another throughout your career.

Next week we will tackle "preparation" as it involves your relationship with the recruiter. Stay tuned.

# Preparation

January 12th, 2007 by [Chief Executive Restaurant Recruiter](#)



Today we explore the seventh of my ten ways to make recruiters love you. The series was inspired by my friends over at [ItzBigBlog](#) who wrote on the [Candidate Bill of Rights](#). I did a critique of their series in on of my own that focused on [Candidate Rights](#). They also have a series that is somewhat parallel to this one, on the [Recruiter's Bill of Rights](#). You might want to check it out. My series is designed to help job seekers understand how to interact with recruiters so that their relationship will be solid and fruitful. Today's topic is "[Preparation](#)."

**“Preparation** - Each candidate pledges that they will review all relevant information about the organization provided by the recruiter and do research that is appropriate for the level of the position on which they are working.”

This might seem silly to have to tell someone, but you know there are many, many times when jobseekers don't review the information that their recruiter sends them. And it is not only to the detriment of the jobseeker, but also the recruiter. You see recruiters have been in the business of helping prepare candidates for interviews for a long time. Their very livelihood depends upon them being able to do a good job of it. Why in the world would someone not want to avail themselves of the knowledge that the recruiter has built up over time.

1. **Recruiters have probably prepared more people for interviews in a single quarter than you will ever have interviews in your entire career.** Who do you think would be better at it, the recruiter or you?
2. **Recruiters have special knowledge about the client that you can't possibly hope to have.** Why is it that you are using the recruiter for your introduction into the hiring process anyway? If you knew more than the recruiter, you'd already have an interview set up without him/her.
3. **Recruiters have feedback about the other candidates that have interviewed before you.** No company will EVER tell you about the candidates that you are competing with and the strengths and weaknesses that each has. A recruiter can give you all that information, and will, to help you get the job.
4. **Recruiters want to get paid.** They know that their best chance to get paid is to make a great match and prepare YOU to make the very best possible impression that you can.

Listen to the recruiter, he or she only wants to give you every advantage that they possibly can give you so that you will get an offer. All you have to do is use the

information that they provide you. Interview guides, resume templates, rundowns of interviewing agendas, backgrounds on hiring managers, company history, insider scoop... all of this is great information that you likely can't get on your own. All you need to do is take advantage of it and do some studying. If your recruiter doesn't have the kind of information that I'm talking about, then you are probably with the wrong recruiter. If you don't take advantage of what the recruiter gives you, then the recruiter will soon figure out that he has the wrong candidate, and if he does, you can bet that your working relationship will suffer drastically, if not be terminated.

Next week we will tackle "preparation" as it involves your relationship with the recruiter. Stay tuned.

# Respect

January 19th, 2007 by [Chief Executive Restaurant Recruiter](#)



Time for this week's installment of "10 Ways to Make Recruiters Love You," This week marks the eighth article in the series that was inspired by my friends over at [ItzBigBlog](#) who wrote on the [Candidate Bill of Rights](#). I did a critique of their series in on of my own that focused on [Candidate Rights](#). They also have a series that is somewhat parallel to this one, on the [Recruiter's Bill of Rights](#). You might want to [check it out](#). My series is designed to help job seekers understand how to

interact with recruiters so that their relationship will be solid and fruitful. Today's topic is "[Respect](#)."

**“Respect** -Scheduling of interviews will occur in a manner that connotes mutual respect for the hiring manager, their time and their efforts, as well as the needs of the company and formalized hiring process.”

This is a very simple concept but one that if overlooked can create headaches for hiring companies and heartaches for the recruiter and the candidate. "How so?" you may ask.

Let's talk about the headaches. Nowadays there are quite a few companies who realize that **human capital should be thought of as a long term investment** and they treat it as such. An element of that treatment is how they handle the selection process. From a candidate's perspective, it may seem a long and drawn out experience, with hoops and hurdles to jump through and over. But, to the company it is the start of the investment in a candidate who has the potential to become an associate. And like any other good business that values their investments, they are quite deliberate with investing in potential team members. That can mean several things, but it is very likely that the selection process will include several rounds of interviews and meetings between the potential employee and more than a few of the company's executives. In order for the company meet their hiring goals and move the hiring process along as efficiently as possible their HR folks try to schedule interviews and meeting for multiple executives and multiple candidates in a single day. These are some times mutually exclusive goals, but the **HR staffers try very hard to be accommodating to everyone concerned**. It costs companies a tremendous amount of money in travel expense and lost productivity to arrange these kinds of interview sessions because not only do multiple candidates have to travel to a central site (probably company headquarters) but also often times multiple field assigned executives must travel as well. Now throw into the mix a **candidate that is uncooperative or arrogant**; one who thinks that the potential employer OWES him or her some sort of special treatment. The candidate may want to feel wooed like a franchise player. And in fact the company may well have those feelings about that particular

candidate. However, practicality, efficiency, hiring goals, company goals, and executives' schedules may demand that the process begin and end within a certain time period and that multiple candidates be interviewed on a specific day. Sometimes the company just can't bend - when that happens, the candidate must or.... you get heartaches.

OK, so let's talk about the heartaches. These are the bad things that can happen to the candidate and the recruiter when the candidate can not be flexible enough to meet the schedule laid out by the HR staff. It can be one of several things that actually happen, but the **end result is that the candidate is dropped from consideration**. That can happen because the company feels "put off" by the candidate and they lose their luster. It could be that another candidate is "good enough" and even though the company would rather have had the reluctant candidate, they took the best available talent so that they could meet their business goals. The heartache for the candidate, well they **lose their opportunity** for employment with that company, which could have been their dream job. They may even extend their period of unemployment or their job search by months. The heartache for the recruiter, they may well have lost a fat commission. The recalcitrant candidate may well have been in the lead for the job, and when unwilling to interview as needed, could be replaced by someone that the recruiter did not represent. Recruiters don't like to lose out on deals when they are near the end of an engagement.

**Being flexible and available and showing understanding and respect for the time and efforts of the hiring company will go a long way toward making a recruiter want to work with you for the long haul.**

Next week is our next to last topic - we'll cover "communication."

# Communication

February 2nd, 2007 by [Chief Executive Restaurant Recruiter](#)



Last week I missed the regular installment of "10 Ways to Make Recruiters Love You," but I have caught up on my work and here is my ninth article in the series that was inspired by my friends over at [ItzBigBlog](#) who wrote on the [Candidate Bill of Rights](#). I did a critique of their series in one of my own that focused on [Candidate Rights](#). They also have a series that is some what parallel to this one, on the [Recruiter's Bill of Rights](#). You might want to [check it out](#). My series is designed to help job seekers understand how to interact with recruiters so that their relationship will be solid and fruitful. Today's topic is "[Communication](#)."

**“Communication** - Every inquiry from your recruiter regarding the status of candidacy or application with him or any other company is worthy of a response.”

Communications seems like an easy topic. Sometimes the simplest things on the surface are actually pretty complicated. Just today I was having a conversation with a colleague of mine about this very issue with George Martin, of [GM & Associates](#), who recruits all types of engineers.

*[\[NOTE\]](#): George happens to be a friend of [Peggy McKee](#) who writes the [Medical Sales Recruiter - Tips & Quips blog](#). My group did the site redesign, redeployment, and SEO for Peggy's company PHC Consulting and their corporate website where they recruit candidates for [medical sales and laboratory products sales representatives](#).*

Well, this morning George and I were talking about the **open and frank conversations** that are essential to building trust in the relationship between jobseeker and recruiter. George has been in recruiting for 18 years so he ought to know what he is talking about. One of the keys to building a long term relationship according to George is the sharing of information between the recruiter and the job seeker. If that candidate isn't forthcoming with information and doesn't make him feel comfortable, George won't work with him.

“By getting that understanding up front, I find that I don't get burned very often.”

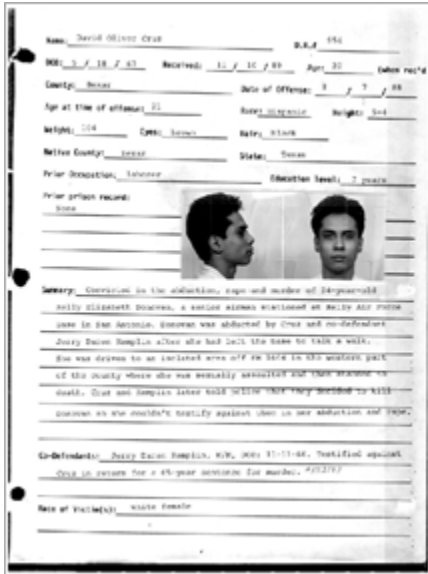
You see **trust is a two way street** and if you don't inspire it with your recruiter, then you can't expect him to want to work with you. If you called a recruiter and during your conversation you got the feeling that he wasn't being truthful about the job he was working on, the company that was his client, what your chances as a candidate were, you wouldn't feel very confident that you were working with the right individual would you? Well the same holds true with a recruiter and how he judges your veracity and how worthwhile working with you would be. **A very coy person may be judged to be disingenuous and not worthy of the recruiter's time investment.**

During any engagement where a jobseeker (who at that point has turned into a candidate) and recruiter are interviewing with a company, there must be open communications about what other opportunities the candidate is working on. Oh, **you may hear advice that you shouldn't tell your recruiter** and that it isn't any of his business.... **well that's bunk.** No recruiter can help you extract the best deal without knowing all the parameters involved. No recruiter will appreciate being blindsided at the eleventh hour when you tell him that you have another offer from a different company. You won't be that recruiter's favorite person (putting it mildly) and recruiters have friends, lots of them. You could wind up being personae non gratae with a lot of recruiting firms. My best advice is to find a recruiter who is worth trusting, and then just do that... trust the recruiter to work with you. **Most great recruiters are in it for the long haul, they want to build relationships that last.** They realize that every candidate will one day be a hiring authority. **Build trust by communicating, everything, honestly.** It's not just about communications its is about open and honest communications.

Next week will be the final installment of our series on how to make recruiters love you when we cover - "Information"

# Information

February 26th, 2007 by [Chief Executive Restaurant Recruiter](#)



Today marks the **final installment** of my series on "10 ways to make recruiters love you." I know that it has been a bit delayed, but circumstances being what they are, I'm lucky to have a functioning computer [see my [post on moving your office.](#)] We started our journey some months ago with an original post on [ItzBigBlog](#) that covered the [Candidate's Bill of Rights](#). That series was well received and I did a parallel on here - [Exploring the Candidate's Bill of Rights](#) which went for 10 parts. But, during the first read of [John Younger's](#) original article on [Candidate's Rights](#), I thought to myself why don't recruiter's deserve a bill of rights as well... so I started a series with that title. After a couple of posts, I decided that I might get my message across better if I changed the title. I wasn't so much trying to enforce some rights

that I thought all recruiters were due, but more so giving advice to candidates on how to build great relations with their recruiters.... hence the new title for the series.

This last post will cover the tenth amendment in the recruiter's bill of rights, or the tenth way to make recruiters love you - "**information.**"

“The recruiter will be provided with the necessary and truthful information about the candidate, his or her work history, compensation, performance, felony record, drug use, and other legal hiring criteria etc. in order for the recruiter make an informed decision about the candidate’s suitability for the position.”

**This one principle should be the guiding rule when dealing with recruiters.** You need to tell them about your career and share information which is factual. Leaving out information, or not being truthful can cause you to loose all hope of gaining the position that you are discussing with the recruiter. I've had, on more than several occasions, candidates leave out/falsify information that, if disclosed truthfully in the beginning, could have been worked around. **Not being truthful** about potentially damaging circumstances in your past can and **will break the bonds of trust** with your recruiter. It will more than likely keep the recruiter from working with you in the future. It reveals flaws in your character that are still present, rather than mistakes in the past that you have learned from. It has been my experience that many companies will look at past problems as just that, past. However, if a candidate isn't forthright, they won't consider that person for employment. If you are candid with your recruiter, he can help guide how you reveal the information to the hiring company. His guidance can help minimize the detrimental effects. **The recruiter can keep your candidacy moving forward** with the decision makers while HR works on what issues may arise from past problems. Timing of when to

tell, and whom to tell can be critical, and your recruiter because of his working relationship with the company, is in the best position to determine those steps.

**When you reveal derogatory information** about your past, you may not always get the best reaction, or the reaction that you wanted from you recruiter or from the hiring company, but **you will gain the respect of the recruiter**. You won't lose him as an ally in your job search. If he comes across opportunities where your past isn't disqualifying, then he'll work with you and present you to the hiring company.

There is other information that must be provided that isn't as troubling as possible criminal charges, but it is just as important that it be provided in a truthful manner. Information about job titles, salary levels, etc. has to be conveyed truthfully. Don't think that you can squeeze a higher offer out of a new company by overstating your earnings. It won't happen. Your prospective new employer can and will find out your true earnings history and if you have been dishonest about your salary history, you might just lose your offer.

If you choose to try deceive him and the hiring company, the chances are almost 100% that you will be found out and the reaction from the recruiter and hiring company will be to stop working with you and avoid interaction at any level. **Being truthful is always the best policy**... especially with your recruiter.

At the suggestion of [Pat Lefler](#) [classmate of mine from USNA] I will be creating a PDF of the series and including a link on my blog for downloading. Take a few minutes and visit [Pat's blog](#). His [suggested reading list](#) is quite good.

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I hope that you have enjoyed the series. Feel free to pass this PDF document on to as many people as you think could benefit from it. The material in it is copy righted, so please just keep the document in tact and site me as the author for any quotes that you may use from it.

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