

everybody wants to be FIRST!

Sometimes when events occur in an almost ad-hoc and natural manner the results are literally quite stunning. Indeed, this is the story of three ex colleagues who happened to come together again to become one of the most exciting recruitment businesses in the sector. Owners, Simon Galvin, Tricia Morris and Andrew Kaltz believe the company is ideally positioned for further triumphs.

The directors of First Recruitment Services met whilst working at Office Angels, one of the success stories of the late 80's in the recruitment industry. Simon was one of the founding directors and shareholders with Tricia working as a regional director and Andrew controlling the Southern region. Between the three of them, they share almost 70 years experience in recruitment.

Simon and Tricia left independently of each other to follow different career paths. Tricia had actually decided to take a career break but before she had time to relax she was asked to help a client in a huge project which involved recruiting numerous customer service staff. Simon spoke with her and suggested that as she was dabbling in recruitment again it would make more sense, and most of all be more fun, to start up their own "little" agency. Conversations ensued and they decided that between them they had the basis for a viable business which culminated in First Recruitment Services opening for business in 1999. They chose Epsom as the location for their initial start-up



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and this decision bore immediate fruit as the company quickly won a major contract and they were off to a flying start.

On the back of the major contract win and through hard work and determination further branches were duly opened in Bromley, Caterham and Crawley. The blueprint for the company has been to specialise in several key recruitment disciplines delivered from a network of offices in the South East area and this strategy remains to date.

It was at this stage that Andrew joined the company. About to embark upon his own venture, having left his previous employers, Andrew was tempted to meet up again with Tricia and Simon to discuss him coming on board at First Recruitment Services.

As Andrew explains, "I could see that FRS was already a great company which had made massive strides in its short history. I knew and trusted Tricia and Simon so making the decision to join them in their venture wasn't that hard. "The way we are structured, people would think that we are far bigger than we actually are."

Andrew initially opened a new branch in Haywards Heath and with his high profile in the sector it wasn't long before ex-colleagues were looking to come on board. In a short space of time the office was up to speed with around six experienced recruiters making it a storming success. As consultant numbers continued to grow further offices were opened in both Brighton and Horsham. Then in August last year yet another office opened its doors in Dartford. True to its strategy the company has built up a strong network throughout the counties of Surrey, Sussex and Kent and to ensure that the network is running effectively the directors have located themselves at a new central head office in Caterham. It's from this location that the driving motivation behind the business comes. Andrew sums it up as, "We are so together as a company; the same goal, the same vision in Head Office and throughout every branch."

This year, 2005, has already begun in spectacular fashion. First Recruitment Services has opened its 9th branch based at London Bridge and this will be followed by further openings throughout the year. The great thing about the Company's expansion is that it is being all done organically.

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This means that great care is taken to research and to look at any potential new location. It is only once a suitable trading position is found that the directors will consider opening. The strategy is certainly working and to keep it increasing Andrew believes that it is essential that the company have the right people working for it.

“We firmly believe that to attract the best consultants into the company you have to reward them accordingly. I know that as a company we pay above the major players and offer exceptional incentive and bonus packages.”

A great illustration of this is the company's 'Quarterly Club'. Every three months the consultants work towards an agreed target and those who achieve this level become a part of the Quarterly Club. It has already achieved somewhat of a cult status within the company as something that you simply have to be in. As well as the

kudos of the club each member is taken out for an extraordinary day, a day off to do something special. Trips to the races, the London Eye and exclusive restaurants have been just a handful of the many rewards.

As First Recruitment still retains the beauty of being a 'smaller' agency it can offer incentives above and beyond those traditionally enjoyed in the high street. Individual incentives for specific consultants are not uncommon. It's little wonder that “the amount of interest we get from Managers and Consultants from the huge, national agencies, wanting to join us is incredible” says Tricia.

Having such a genuine respect for its employees is paying off for the company. As well as its impressive growth in office locations and consultants, the company is breaking its revenue targets. In 1999 turnover was £0.4 million. This had risen to £5.7 million by the end of 2004 with a further significant increase expected this year. The directors have the utmost confidence in their ability to deliver this performance and have already taken some extremely positive steps in its pursuit.

One of these initiatives has been to take additional floor space at the Head Office. This area has been made into a bespoke training centre where consultants are kept up to speed in all aspects of recruitment. Overseeing the training department is Joanna Quigley, Training Manager, who will even have real life clients playing a part to ensure that the results are effective and accurate. With over 10 years' recruitment experience, the last five having been with First Recruitment Services, Joanna is well placed to share her knowledge and experiences with the Company's new recruits. Having strong policies and procedures ensures that First Recruitment Services adopts the right approach to a quality service. It is a member of the REC and has a Quality Manager responsible for making certain that the business is focused on getting it right. When a company is

Rachael Wisdom & Faye Partridge



Rachael Wisdom and Faye Partridge have both been promoted to the role of Area Manager at FRS. Their career paths have been similar over the last few years and it's no coincidence that they have both enjoyed such success with the Company, which has led them to their new positions.

Both Faye and Rachael began their careers working for Office Angels in the late 90's and enjoyed successful consultant roles. Ambitious and hungry for further success they jumped at the opportunity of joining First Recruitment Services.

Rachael joined as a Temporaries Consultant in June 2002 and was fast tracked to Branch Manager at the beginning of 2004

before her promotion last month to Area Manager with responsibility for branches in Sussex and Surrey.

Faye's route to success was not dissimilar having moved to First Recruitment in October 2002 as a Permanent Consultant and six months later she found herself managing the Bromley branch. Promoted again in January this year, Faye looks after four of the Company's growing branches.

Rachael's philosophy is simple, “I love the people element of my job; the interaction with my

colleagues, workers and clients gives me great satisfaction”, she says. “Ultimate success for everybody whom I look after and for the Company as a whole is the greatest possible reward for all the hard work”.

Not surprisingly, Faye's view is similar. “The satisfaction of developing my region and seeing the growth and success of my team is really the ultimate reward. The way First Recruitment allows you to develop your career so quickly is simply the icing on the cake”.

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led by 3 individuals whose names are synonymous with the industry, you know that it's going to be run well.

The focus on employees has also led to promotion for two of the Company's managers. Rachael Wisdom and Faye Partridge have both been made up to Area Managers. At its annual awards evening, which also serves as a Christmas and New Year celebration, further reward and recognition is lavished on the staff. Awards are given for top Managers and Consultants as well as the Employee of the Year. And for the first time this year, the company presented a Lifetime Contribution Award to Lisa Williams who has managed First Recruitment Services at Crawley since the branch first opened. "The Annual Awards Ceremony is really something else! It's got the glitz and glamour of the Oscars and a team of staff who sincerely deserve every accolade awarded to them." comments Tricia.

Without question it is the importance and the emphasis that is placed on the employees that has been the real difference for First Recruitment Services. The directors recognise that they are an integral part of the business. Around them is a conducive environment and a sustainable structure, which is being continually evaluated. For example, in the flagship London office, a new computer software package, specially developed for First Recruitment Services, is about to be put through its paces. The company believes that what is important is that the consultants do not become computer operators but they have access to the technology that compliments their other people skills. The Company's recently re-launched website is inundated with response from applicants and compliments their use of job boards, recruitment fairs and other media. With the exceptional growth that the company has enjoyed and the

continued opening of new branches, First Recruitment Services is no stranger to publicity and many will have noticed the numerous press releases and editorial that has been published over the last couple of years. When all these items are put together it creates the ideal creative working ethos. "You won't find a happier working environment anywhere," say not only the directors but the staff throughout the whole branch network.

For a company that is just celebrating its sixth Birthday, First Recruitment Services already has a significant number of achievements to look back on. As the company continues to evolve and grow and its numbers increase so does its potential; it's certainly a place where clients, applicants and its very own staff always come FIRST!

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"You won't find a happier working environment anywhere,"

Rebecca Tyson



25 year old Rebecca Tyson is one of First Recruitment Services' most successful Consultants. Until last year, her biggest claim to fame was her Excellence in Sports Award presented to her by Gareth Pace of Hale & Pace

fame and appearing with him on the front page of the local newspaper! Now her greatest achievement is her award at the end of last year as Runner Up Consultant of the Year at FRS.

Rebecca joined First Recruitment Services in 1999 and actually helped open the Bromley branch. She began her role there as a Branch Administrator, greeting candidates, typing

C.V.'s and making the coffee! Her potential was realised and over the next two years she became an Assistant Temporaries Consultant, supporting the TC in the branch and then a fully fledged Permanent Consultant.

In January 2004 Rebecca expressed her eagerness to return to the temp desk and she has never looked back. Last year she doubled her client base and smashed her targets. She became a member of the Company's exclusive Quarterly Club and

in December won her coveted runner up prize.

"It's a fabulous team environment", says Rebecca. "I love the atmosphere in the Bromley branch and throughout the Company. It's the kind of place where everything good that you do gets recognised. You don't have to wait to be told how well you are doing; the congratulations, the rewards and best of all the bonuses just keep coming and coming!"