

# CASE STUDY



## TOTAL EXCELLENCE CENTRE TELESALES RECRUITMENT DELIGHTS TRADER MEDIA GROUP MANAGER

THERE'S A SPARK IN EVERYONE...WE CAN FIND IT

### Situation

Trader Media Group is one of Europe's largest specialist media publishers producing over 70 leading classified titles, a selection of websites and operates several high-volume printing businesses.

Rapid growth has made them one of the largest conventional and online printing and publishing groups of its kind. As a young company they thrive on challenges - constantly exploring new technologies, new channels to market and new business opportunities that continue to deliver sustained profitable growth.

With rapid and continuing growth Trader Media Group were experiencing some difficulties in successfully recruiting in the highly competitive area of telesales. Total Excellence Centre was one of only a few of the strongest recruitment partners engaged by Trader Media Group to help find the right people for these roles.

### The Approach

Total Excellence Centre working in partnership with Trader Media Group took the time to understand the needs and expectations of the business. With over six years experience of working with Trader Media Group they are able to continually identify ambitious individuals with the required skills and the right level of drive and determination to carry out demanding roles in this fast moving environment.

### Results

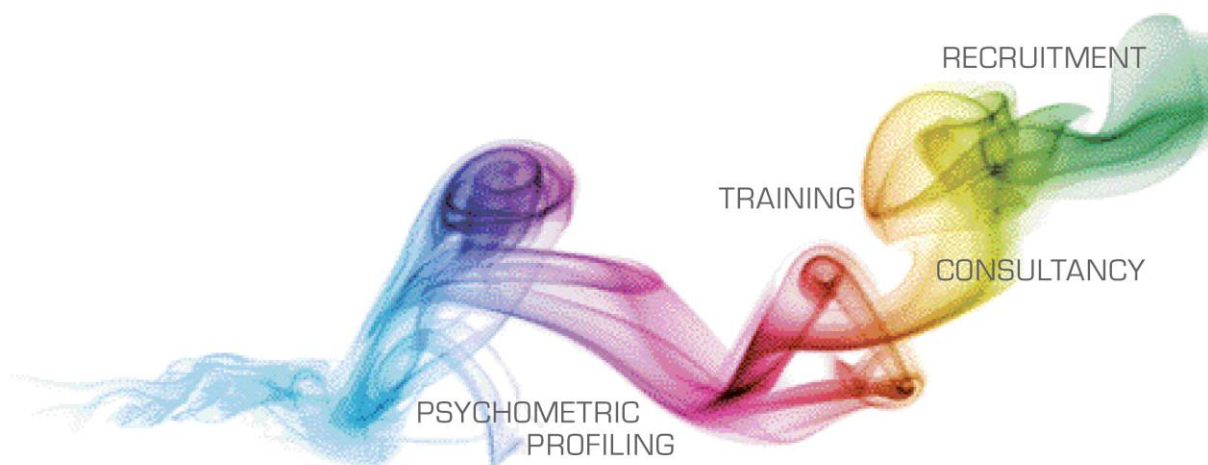
With the help of Total Excellence Centre, Trader Media Group is now able to place and replace people into vacant roles quickly.

A strong team of high calibre people who possess the right experience and knowledge to do the job well and who fit into the business culture is now in place. They have the comfort that as the business continues to grow they have a tried and trusted process for maintaining a good team with the support of Total Excellence Centre.

### What did the client say

George Forbes, Trader media group, said;

"Total Excellence Centre has delivered the right people with the right attitude who matched our values. They consistently provide high quality candidates who fit well into our working environment. With their help we are recruiting candidates that 'delighted managers' and we are keen to involve their services in recruiting for future sales roles nationwide."



Contact us on 0844 815 4817 or [www.totalexcellencecentre.com](http://www.totalexcellencecentre.com)