

BUSINESS GROWTH TOOLKIT SERIES

Client Relationship

Review

Strengthen relationships.
Drive value. Build partnerships.

A practical toolkit to help you build stronger, more resilient client relationships.



BUSINESS TOOLKIT
Volume 2





Relationship Strength

Strong relationships are built through more than one conversation.

Ask yourself:

- Do you have more than one key contact within each client account?
- If your main contact left tomorrow, how secure would the relationship be?
- Are operational and strategic conversations happening at the right level?
- How often do you meet clients face to face or virtually?
- Are relationships spread across your team or dependent on one consultant?

Strong client relationships are built through trust, consistency and multiple points of contact.





Relationship Strength Worksheet

Score your current position:
(1 = Needs Attention | 5 = Excellent)

Multiple contacts within each client

1	2	3	4	5
☐	☐	☐	☐	☐

Regular strategic conversations

☐	☐	☐	☐	☐
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Strong day-to-day communication

☐	☐	☐	☐	☐
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Relationships shared across the team

☐	☐	☐	☐	☐
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Senior stakeholder engagement

☐	☐	☐	☐	☐
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Notes

What one action could strengthen this area over the next 90 days?



Service Performance

Client Temporary Labour Dashboard

FILL RATE

95%↑

AVERAGE TIME
TO FILL

24 hours↓

CANDIDATE
RETENTION

92%↑

COMPLIANCE

99%↑

AVERAGE
RESPONSE TIME

2.1↑
hours

AVERAGE CLIENT
SATISFACTION

8.9%↑

MacBook Pro

Ask yourself

Are you measuring what matters most to your client, or simply what is easiest to report.

Key Takeaway

Performance data should support meaningful conversations, not just monthly reports.

Added Value

The strongest partnerships are built on more than filling vacancies.

Ask yourself

If a client asked why they should continue working with you, what evidence would you share beyond fulfilment figures?

Key Takeaway

Keep a record of the value you deliver and share it regularly.

Beyond Recruitment



Candidate support and wellbeing



Industry Accreditation Alignment



Safety and operational best practice



Compliance assurance



Fair Work Agency commitment



Salary and rate benchmarking



National and regional labour insight



Specialist industry insights



Diversity pledge



ESG commitment



Review your scores and identify three priorities to focus on over the next 90 days.

90-Day Action Plan

Quick Wins

Remember
Strong client relationships are built over time through trust,
communication and consistently delivering value.



Sometimes a fresh perspective **makes all the difference.**

If you'd like to talk through your answers, I'd be happy to spend 30 minutes reviewing your completed toolkit and sharing a few ideas. No sales pitch. No obligation, just an honest conversation.

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