Client check-in email after placement

Send the first check-in at the end of week one, then at about 30 and 60 days, and once more a week or two before the guarantee period ends. For ongoing accounts, add a quarterly review.

END OF WEEK ONE

Subject: How's [Candidate First Name]'s first week going?

Hi [First Name],

[Candidate First Name] has just finished week one as [Job Title]. I spoke with [him / her / them] today and they're [specific positive, e.g. enjoying the team and already handling inbound calls on their own].

How does it look from your side? Anything I should know about, or pass on?

Early feedback is easiest to act on, so even a one-line reply helps.

[Your Name]
[Title], [Agency Name]
[Phone Number]

30-DAY CHECK-IN

Subject: [Candidate First Name] at 30 days

Hi [First Name],

It's been a month since [Candidate Name] started. Two quick questions:

1. On a scale of 1 to 5, how is [Candidate First Name] doing against what you expected at this point?
2. Is there anything [he / she / they] should be doing differently? I can coach where it helps.

Also, with [Department] growing, are any other roles coming up? I'd rather start early than rush later.

[Your Name]
[Title], [Agency Name]
[Phone Number]

BEFORE THE GUARANTEE ENDS

Subject: [Candidate First Name]: checking in before [Guarantee End Date]

Hi [First Name],

[Candidate Name]'s guarantee period under our terms ends on [Guarantee End Date]. I wanted to check in beforehand so that if there are any concerns, we can deal with them while the guarantee still applies.

How is [Candidate First Name] working out? If all's well, no action needed. If something's not right, let's talk this week.

And if you have other hiring planned for [Quarter], I'm glad to get started.

[Your Name]
[Title], [Agency Name]
[Phone Number]

QUARTERLY ACCOUNT REVIEW

Subject: Quarterly review: [Client Company] and [Agency Name]

Hi [First Name],

We've placed [Number] people with [Client Company] this quarter. A quick summary:

- Roles filled: [Roles Summary]
- Average days from job order to start: [Number]
- Still in role: [Number] of [Number]
- Open now: [Open Roles]

Could we take 20 minutes in the next two weeks to look at what worked, what didn't, and your hiring for [Next Quarter]? Here are two times that work for me: [Time Option 1] or [Time Option 2].

[Your Name]
[Title], [Agency Name]
[Phone Number]

SUBJECT LINE IDEAS

• How's [Candidate First Name]'s first week going?

• [Candidate First Name] at 30 days

• [Candidate First Name]: checking in before [Guarantee End Date]

• Quick check-in on [Job Title] placement

• Quarterly review: [Client Company] and [Agency Name]

• Anything I should pass on to [Candidate First Name]?

• How are the new [Job Title]s settling in?

SMS / WHATSAPP VERSION

Hi [First Name], [Your Name] from [Agency Name]. How is [Candidate First Name] settling in as [Job Title]? Anything I should know or pass on? A quick reply is plenty.

Placeholders to replace: [First Name], [Candidate Name], [Candidate First Name], [Job Title], [Client Company], [Department], [Guarantee End Date], [Quarter], [Next Quarter], [Number], [Roles Summary],

[Open Roles], [Time Option 1], [Time Option 2], [Your Name], [Title], [Agency Name], [Phone Number]