



Welcome to Regency Recruitment and Resources Limited. We provide you with one-stop access to employment and related services through respectful, flexible and personalized service. We are committed to achieving the highest standards of service delivery, putting you and your needs at the centre of everything we do.

Our Service Charter sets out the standards you can expect, across the full range of employment services we provide. It expresses who we are, what we do and our service commitment. We are accountable to you and will monitor our performance against these service commitments.

**Who we are:** At Regency, our goal is your goal – to help you find sustainable and challenging employment, and to partner with employers to find suitable employees. Our staff partner with job seekers to identify needs, ensure access to the services and information required, and provide employment services such as job matching and placement.

**What we do:** We provide job seekers with information on all opportunities available in Trinidad and Tobago, and in some instances, regionally. We can also provide information on labour markets, including such things as job postings, training requirements, job fairs, and information on rights and responsibilities of individuals and employers in the workplace.

**Our job search services include:**

- exploration, identification and clarification of interests, abilities, education and experience in relation to career and employment goals
- preparation of job search tools such as resumes, interview and job search strategies
- support, mentoring and coaching during the job search process
- referral and access to other services including, but not limited to education and training

## **Our Service Commitment**

Regency Recruitment and Resources Limited is proud of our reputation for excellence in the quality of service we offer and the results we achieve. We are guided by the following **five key principles**:

1. Our staff will be caring, respectful, courteous, helpful, professional and considerate at all times.
2. We respect your time, and strive to be available when and where you need us, aiming to serve you as quickly as possible.
3. You are at the centre of everything we do. We listen to what you tell us and provide services in consultation with you, recognizing the diverse needs of our users.
4. You can count on our staff to have accurate, up-to-date and relevant knowledge, information and resources to get what you need. We shall guide you through the process of getting the job you want, from start to finish.
5. We are accountable to you. We monitor our results and adjust our services to ensure that you get the service you deserve.

## **How You Can Help**

We are committed to listening to and addressing your concerns, because we view effective resolution as an important part of our commitment to improving service delivery. So let us know - we want to help. Your privacy will be respected and you will always receive an acknowledgement within 2 business days and response within 5 business days. We make every effort to adhere to the standards outlined in this Charter, but you can help by:

- providing timely, complete and accurate information
- ensuring we always have your most recent contact information
- treating our staff with courtesy and respect
- honouring your commitments with us
- providing us with feedback

Thank you for choosing Regency Recruitment and Resources Limited.



Lara Quentrall-Thomas  
Chief Executive Officer

27<sup>th</sup> March 2013