



## 'Which Moscow street are Russian bears walking on?'

NEW MEMBERS

This and any other questions on the Russian labour market can now be addressed to **Avenir** – the new CFR member from Russia who recently joined the organisation.

Since its establishment (the first company of the Avenir Group was founded in 1997), **Avenir** has been providing a wide range of HR Services including Executive Search, Personnel Recruitment, Assessment and Development, Staff Leasing and Outsourcing, Labour Market Research and Analysis, Salary Surveys and Business Immigration Support for foreign specialists as well as staff administration consulting services. All of these services provide comprehensive assistance and support in management and business development for our clients' enterprises in all regions of Russia, from Kaliningrad to Sakhalin. **Avenir** has its permanent presence in Ukraine and Kazakhstan as well as in other CIS and former USSR countries.

Russia is truly considered to be one of the world's most investment attractive countries, indeed it benefits from inexhaustible natural and human resources and it is a country that boasts an infinite intellectual potential. Russia's wealth also lies in the diversity of the people inhabiting its enormous territory, the variety of cultures and in the traditions of business practice.

Through **Avenir**, CFR Consulting Group® has made a serious step of expansion to the Russian and CIS markets, covering 1/8th of the planet. We welcome our Russian partners on board!

## International meeting in Munich

CFR CONFERENCE

The member companies of CFR Consulting Group, a leading international recruitment network, met for its bi-annual international meeting on the 15th and 16th of October in Munich. The event was hosted by the German (and CFR-founding) partner CANTOR Unternehmensberatung GmbH at the Holiday Inn Munich, Citycenter.

Altogether, 36 participants from 22 countries were present.

- ⊙ The Agenda included two important discussion and presentation points:
- ⊙ **successful sales strategies in this stormy time (it was impressive how many different techniques for economic development have been adopted by our members).**

and

- ⊙ **basic conditions of employment within each of the European member countries were drawn up and compared as a reference database to facilitate up-to-date advice for our clients.**

**The highlight of our meeting was to welcome two new partners and their company presentations:**

- ⊙ **Avenir (Russia) and their Managing Directors Karina Stepanyan and Maxim Stepanov**
- ⊙ **Nuway (India) and their managing directors Jasmine Haria and Deven Haria.**

With these two important countries, CFR enlarges its international network and can support customers with our well proven methods and through our international experience in two more countries.

The CFR international conferences are a crucial part of developing international business for each local company and their consultants. It was also used this time for further development of our "Professional Practice Rules" to ensure a consistency of approach for our clients. These meetings enable each partner and the group to help its clients to grow internationally. The next meeting will take place in April in Madrid and will be hosted by Kaleida, Spain and their M.D. Carlos Camara.

## Nuway is a futuristic manpower search firm based out of India

### NEW MEMBERS

**Nuway** is a modern search firm based in India, which seeks to find a perfect fit between the individual goal and the organisational vision.

**Nuway** is an eleven-year-old solution provider to the search efforts of organisations and professionals.

Searching for the right fit is an art mastered to perfection at **Nuway**. Our focus is that the future emerges out of the present and thus we gear ourselves up with continual training and development programs for our search exponents for widening their horizons. On the basis that the present often shapes the future, we embrace continuous training and development for our search consultants.

We create harmonious solutions for our clients based on our specialised understanding of:

- Clients' Needs
- Professional Skillsets
- Technical Understanding
- The Talent Base Available in the Industry

#### **Reason to join CFR:**

The Outsourcing Boom from Year 2000:

The outsourcing history of India is one of phenomenal growth in a very short timespan. With the advent of globalisation, more and more jobs are being outsourced to India. The outsourcing trend has brought with it a vast number of opportunities for India. Outsourcing Services to India offers benefits not only in terms of cost reductions but also in terms of increased productivity and quality. Companies, along with their customers, benefit since they can access some of the best talent and expertise in the industry at cost effective rates. Due to this, large numbers of MULTINATIONALS have entered India. Prompted by the need for a Global Face with local expertise, we started looking out for global partners. ....and CFR came our way.

#### • **Local Markets:**

- Size of the recruitment outsourcing market in India: growing at the rate of 30%.
- Growth factors of recruitment outsourcing market: favourable economy, local demand and availability of talent.
- Reasons for customers to outsource: India is the biggest outsourcing destination for IT/ITES/Clinical Research.

#### • **Booming Sectors:**

Telecom/IT/Pharma/Hospitality/  
Infrastructure/Engineering/Automotive.

please read on: [www.cfr-group.com/news.html](http://www.cfr-group.com/news.html)



## The Importance of Customer Care

### MARKET TRENDS

Whilst large scale redundancy programmes across Europe are inevitably resulting in increased numbers of jobseekers, the CFR Consulting Group® is reminding its clients that it remains of paramount importance that ALL candidates are treated professionally and courteously throughout the entire recruitment process.

Time after time, we hear disgruntled candidates talk of their frustration at the levels of service from so called recruitment professionals from other recruitment consultancies. Failure to acknowledge applications, candidates not being advised of the outcome of their interviews, no feedback being given – the list goes on and on.

There should be no surprise to discover that candidates who have been treated well during the recruitment process are more likely to accept a job offer than those who have received a poor service. Candidates tell our clients on numerous occasions that the service they have received from CFR has in turn given them a “feel good factor” about the recruiting company, believing that the employer's choice of consultancy is indicative of their own professional approach.

Acknowledging receipt of applications, telephoning candidates to offer a choice of interview times, confirming appointments in writing, presenting candidates with a full assignment brief, calling candidates, pre and post interviews and generally maintaining a close relationship with them from beginning to end are all aspects of our service which candidates tell us they highly appreciate and which helps to differentiate the CFR Consulting Group® from its many competitors.

This level of candidate care is not only of benefit to our clients but also pays dividends for CFR. Each year, we undertake many assignments for clients who were formerly candidates. In a lot of instances, those candidates did not secure the job for which they were originally being considered but nonetheless, valued our service so highly that they have subsequently used the CFR Consulting Group® to assist with their Search and Selection requirements.