



CASE STUDY

Client: Proman

Sector: Recruitment

Project: Language Proficiency
Testing

Languages: German

About the client

Proman is a leading global agency that specialises in staffing solutions for the manufacturing, logistics, and construction sectors. With an international reach, the agency is trusted to provide temporary, contract, and permanent employees who are carefully vetted for skills and experience. In manufacturing, they supply proficient workers for various roles, while in logistics, they offer staff adept at inventory and transportation management.

In addition to recruitment, Proman offers value-added services like workforce planning and training, making it a comprehensive, customer-focused staffing solution provider.

Our challenge

Proman faced the challenge of recruiting bilingual German customer service associates but didn't have the in-house expertise to assess language proficiency.

To solve this, they partnered with Prestige Network, a Language Service Provider, to evaluate candidates' verbal and written German skills. Prestige Network's rigorous assessments ensured that the shortlisted candidates met both professional and cultural benchmarks.

In addition to facing the challenge of recruiting bilingual German customer service associates, Proman also lacked a formal policy to guide this specific type of recruitment. Recognising the need for a structured approach, Prestige Network stepped in to fill this void by helping to develop an official process tailored to these unique requirements.

This new policy provided a structured, step-by-step approach that could be easily replicated for future recruitment efforts. It included a feedback loop whereby Prestige Network would offer regular, detailed assessments of candidates, helping Proman to make decisions. This not only streamlined Proman's recruitment process for bilingual roles but also provided a framework that could be adapted for other languages or job profiles in the future.



The solution

Prestige Network quickly grasped the unique challenge that Proman was facing in recruiting bilingual German customer service associates. To address this, we initiated a thorough evaluation process, beginning with administering both verbal and written tests to the prospective candidates.

These assessments were specially designed to measure general language proficiency and also to gauge understanding of industry-specific terminology that the job role would demand.

Upon completion of these tests, Prestige Network's skilled assessors reviewed the results meticulously. We then provided ongoing, detailed feedback to Proman, breaking down each candidate's performance to highlight their strengths and weaknesses in relation to the job requirements. This feedback loop allowed Proman to stay fully informed at every stage of the process.

Armed with this detailed evaluation, Proman could provide clear, data-backed feedback to their client. This level of insight greatly facilitated their decision-making process in selecting the most fitting candidate for the customer service role. The collaboration between Prestige Network and Proman not only streamlined the recruitment procedure but also ensured a higher quality of hires, meeting the specific linguistic and professional needs of the client.

Language Proficiency Testing

Get in touch via sales@prestigenetwork.com if you have a need to test the language skills of your existing or prospective staff. We can offer delivery on demand, online, at a chosen location or by phone or video call. We have experts available in over 200 languages, and can check language proficiency from very simple understanding to fluency in highly technical subjects – as you require.

If you require Language Proficiency Testing check out our services here: prestigenetwork.com/language-assessment

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