



SPECIALISTS IN
CALL CENTRE RECRUITMENT
AND STAFF TRAINING

OK. What do you do?



European Resources has been a trusted source of trained contact centre staff since 1996. Founded by Anke Jardine, who had previously managed Europe's

It's simple really.
We recruit and train the people you need.

first ever multi-lingual call centre, we offer a top-to-bottom recruitment and training solution. At European Resources we're always ready to answer your call.



'I need ten new people to start Monday. Oh, and they need to be properly trained.'



The right people, with the right skills are the beating heart of a customer contact centre. But how do you find them? It's simple: make contact with European Resources.

No problem, are you sure you only need ten?

We not only source contact centre personnel, we train them too - to your precise needs. So that, from day one, they're able to help you reach your targets.



'I need account managers.
I need agents.
I need a team.'



European Resources is one of the most experienced contact centre companies in the business.

We source and train motivated operators, arming them with the

No problem. And it will be a winning team too.

skills they'll need to communicate effectively with your customers.

For account managers, we look for real management experience; contact centre professionals with the talent and determination to run a successful team.



'When I hire someone
I need them to start
working, not training.'



Reliable. Flexible. Motivated. Hard-working. These are all key attributes of a contact centre agent trained by European Resources. Whether you need permanent or temporary staff,

OK. We supply motivated workers. Not raw trainees.

full-time or part-time, we'll create and deliver a training programme that perfectly suits your needs. This could include: customer service; telephone skills and manner; telephone marketing; use of software packages; and stress/time management.



'How do I know a candidate speaks fluent French, when I don't?'



Languages are a particular speciality at European Resources. We recruit directly from source countries, providing skilled operators with excellent communication skills

You don't need to. We do. And dozens of other languages too.

and fluent English. We can provide native language speakers from most countries in Europe, Eastern Europe and Scandinavia. When it comes to recruitment, we talk your language.



'I'm setting up a new call centre. Some expert help would be good.'



Recruitment is just one aspect of the European Resources service.

We are customer contact centre experts. And that means we can offer advice in areas such as call

And expert help is just what we can give you.

centre commissioning and call centre efficiency, including recommendations on optimum technology. Put simply, we can help you set-up and manage the ideal contact centre.



People really are a contact centre's
most valuable asset.

At European Resources,
we're always ready to
answer your call.

And whether you're looking to
expand or re-train your personnel or
are looking at bringing in a whole
new team, we can help you make
the most of that asset.

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