# Concierge-level Service

Directions:Use this checklist as a good practice guide for the application process, including pre-visit preparation and the actual visit to your institution. You can adapt any of these steps to your unique needs.

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| **Application:** Create a good first impression with applicants and those who may become applicants. Consider the following: | |
|  | Are inquiries and applications treated confidentially and acknowledged promptly? |
|  | Are candidates who will not be considered further notified as soon as possible? |
| **Pre-Visit:** Help candidates make the best use of their time while on campus by providing institutional and departmental “dossiers” before a campus visit. Consider including the following: | |
|  | Institutional and departmental strategic plans |
|  | Institutional and departmental financial summaries |
|  | Institutional and departmental histories and fact sheets |
|  | Institutional and departmental summaries about education, research, and clinical care |
|  | Organizational charts |
|  | Selected summaries or excerpts of departmental reviews |
|  | Details on important strategic initiatives, new programs, etc. |
|  | Brief biosketches of all individuals with whom the candidate will meet |
|  | Brief biosketches of other key institutional or departmental leaders |
|  | Details about the local community and region |

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| **Visit:** Provide “concierge-level” service to all candidates to let them know that the institution is serious about attracting top-quality talent and is a great place to work. Consider the following: | |
|  | Are candidates cared for the entire time by one recruitment coordinator? |
|  | Does someone meet the candidate at the airport? |
|  | Does the interview schedule address the “complete” candidate—such as personal interests, the community, schools, real estate, and spousal and family needs? Does the committee even know what the candidate’s needs and personal interests are? |
|  | Does the interview schedule allow for a few moments of personal time during the day? |