

TSC24

**Candidate Feedback Matters:
The Missing Link to
Improving Candidate
Experience & Protecting Your
Employer Brand**



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The numbers

- ✔ **40%** of job seekers have been ghosted after 2nd & 3rd round interviews.
- ✔ **70%** of candidates said receiving a clear rejection reason would leave them with a positive impression of the company.
- ✔ **30-50%** are more willing to refer others compared to candidates who do not receive feedback.
- ✔ **52%** of candidates who received feedback were more likely to continue a relationship with the company.
- ✔ **Only 7%** of candidates receive a phone call from a Recruiter or Hiring Manager about a rejection.

-Sources: LinkedIn, Jobscore, Forbes



Feedback Example 1:

Hi [CandidateFirstName],

With so many companies out there hiring, it is a compliment that you chose to consider ClearCompany for your next career move. We really appreciate that.

Our team has decided to pursue other applicants for the role that they feel are a bit better aligned to the requirements. We were definitely impressed with your breadth of experience and exposure to SaaS. The decision was a difficult one.

On behalf of the entire team here, I want to thank you, [CandidateFirstName], for your time and interest in ClearCompany. It was a real pleasure getting to know you better, and we wish you the best in your search.

-[RecruiterName]

Feedback Example 2:

Hi [CandidateFirstName],

With so many companies out there hiring, it is a compliment that you chose to consider ClearCompany for your next career move. We really appreciate that.

After a very difficult decision process, our team has decided to pursue another applicant for the role that they feel is a bit better aligned to the requirements. However, we were really impressed with your commitment to customers and your passion for what we do here at ClearCompany. If you don't mind, we'd like to reach out to you in the future should a more fitting role come available.

On behalf of the entire team here, I want to thank you, [CandidateFirstName], for your time and interest in ClearCompany. It was a real pleasure getting to know you better, and we wish you the best in your search.

[RecruiterName]

Actual Message:

Hi Stacy,

With so many companies out there hiring, it is a compliment that you chose to consider ClearCompany for your next career move. We really appreciate that.

Our team has decided to pursue other applicants for the role that they feel are a bit better aligned to the requirements. We were definitely impressed with your desire to write for targeted audiences, the variety of experience across digital, social, SEO, and magazine, and specifically your piece on campus accessibility and inclusion. The decision was a very difficult one.

On behalf of the entire team here, I want to thank you, Stacy, for your time and interest in ClearCompany. It was a real pleasure getting to know you better, and we wish you the best in your search.

-Brian

Positive Feedback:

Subject: Re: Update: Content Marketer Position @ ClearCompany

Hi Mr. Abraham,

I just wanted to reach out and say thank you so much for taking the time to compose such a kind, thoughtful email to let me know you decided to move forward with other applicants. It was wonderful to meet you and your talented team, and I am so grateful I had the opportunity to interview for the Content Marketer role.

If possible, please keep me in mind for any relevant opportunities at ClearCompany in the future, as I still admire your company, its values and all it has to offer.

Positive Feedback:

Subject: Re: Update: Senior Product Marketing Manager Position @ ClearCompany

Hi Catherine,

It means a lot that you have reached out to me, regardless of the decision to move forward with other candidates.

I understand that the job market is very competitive right now, and I know there are many qualified and highly talented individuals to choose from. I am a firm believer in "if it's meant to be, it will be", and I'll keep looking for the right fit and team to join.

I hope you will keep my resume and profile on file for future opportunities and thanks to you and your team for the consideration of my candidacy.

Positive Feedback:

Subject: Re: Update: General Counsel Position @ ClearCompany

Hi Catherine,

Well that is one of the nicest denial emails I have ever received! Thank you for the opportunity and consideration for the role - best of luck to ClearCompany!

The background is a solid dark blue. On the right side, there are several concentric white circles of varying radii. A solid lime green circle is positioned on the right edge, partially cut off. A solid pink circle is located in the lower right quadrant. The text 'ClearCo.' is written in a white, serif font, with the 'Co.' part being more decorative and stylized.

ClearCo.

Thank You