

Understanding your business...

When Carmichael Fisher were approached by Group Finance Director, Jheeva Subramanian of Penhaligons & L'Artisan, of the Puig Group, to find a new International Store Construction Manager to handle the upkeep and acquisition of locations they were worried the amount of travel and responsibility would be a lot for one individual.



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Carmichael Fisher specialises in providing executive search services to international organisations around the world. Its offices in Europe, the Middle East, Asia and Australia, work in collaboration and this collective experience in cross border search and assessment is complimented by a deep knowledge and networks in the major industry sectors.

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Hit the ground running

The prestigious perfume houses, of Britain and Paris, have over 150 years of experience and hold two Royal warrants between them, and were acquired by the Puig fragrance house earlier this year. Their fame, with such high-end products as 'Bluebell', means high standards of staff were required. Mr Subramanian required the team to find someone who required no training and could pursue the job with real knowledge of design and architectural background.

"Sometimes it's a bit hit-and-miss with search firms and often takes months to meet expectations on candidate profile and culture fit "The list they put in front of me proved that they'd done their research and knew what they were doing."

The shortlist was presented and interviewed within three weeks and three candidates stood out as front runners and swiftly progressed through numerous stages of interviews. While the first offer the company made was turned down, the second candidate, coming from world-renowned fashion retailer in Amsterdam, accepted and started work soon afterwards.

"I think the hardest part was finding someone who could handle the amount of travel and the fact that it was a stand-alone role in a high growth business. Spending a lot of time on the road and on projects – and there are quite a lot of projects – in such a hands-on role is a lot of work."

Selling a role

The successful candidate, from a high-end fashion retailer, was a qualified architect before moving into project management and had worked on branding retail outlets globally. Mr Subramanian points out that it's quite hard to describe what works but it's often just down to 'chemistry' when you sit down with someone. This means it's important that the recruitment team looking for your next executive or manager can relate to the company and the job.

"We worked very closely with the Carmichael Fisher team. The consultant got what the business needs, was very personable and we get along very well. I also know the amount of late night meetings that took place to accommodate peoples travel plans and work schedules."

"The speed and efficiency of the team – understating what we want and getting it done quickly. I need someone to start soon and comprehension of the CVs we were looking for was important. I didn't want to waste time going through reams and reams of paper and not finding what I wanted. The Carmichael Fisher team didn't waste my time and they are extremely quick without compromising the volume that goes into an international search of this nature."

Previous experience with search firms had left Mr Subramanian wary as they did not spend time vetting candidates and understanding his needs. A candidate that 'somewhat matches' a role is not good enough and it's important that a busy company can trust a recruiter to do the job they were hired for.

The consultant and his team were very professional and, as well as understanding what the business was looking for, they were able to translate what Penhaligons & L'Artisan needed into a role. Mr Subramanian pointed out that the help in constructing this brief was important. Carmichael Fisher find this information invaluable for finding the many successful candidates they've matched up with roles, and this is only one example of how the team's knowledge and professionalism prevailed in challenging circumstances.