

## Saville Assessment Customer Check Customer Service Representatives (INT, IA, 2019) Group Description

This group consisted of 302 individuals<sup>1</sup>, employed in a range of customer contact functions across a wide range of industry sectors. 75% worked in customer service, call centre, counter service, hospitality, education and administration. The remaining 25% worked in other fields including health, sales, law, marketing and welfare<sup>2</sup>.

The breakdown of the group is provided below (with group response rates for each biographical section given in the footnotes):

### Gender<sup>3</sup>

50% of the group were female and 50% were male.

### Age<sup>4</sup>

The mean age of the group was 27 years.

### Education (highest qualification)<sup>5</sup>

4% had a postgraduate degree as their highest qualification, 23% had a first/undergraduate degree, 39% had some college qualifications or associate degree, 27% had school level qualifications, 1% had a professional qualification with the remaining 6% of the group having other qualifications or no formal qualifications.

### Management Level<sup>6</sup>

14% of the group were managers (including functional managers), 31% were team leaders, 36% were professional individual contributors, and 19% were non-professional individual contributors.

### Work Experience<sup>7</sup>

8% of the group had more than 20 years' work experience, 17% had between 10 and 20 years', 21% had between 6 and 9 years', 23% had between 3 and 5 years' work experience, 16% had between 1 and 2 years', 5% had between 6 and 12 months' and 10% had less than 6 months' work experience.

### Cultural Background<sup>8</sup>

77% of the group described themselves as White (including British, European and Irish), 16% as Asian (including Pakistani, Indian and Bangladeshi) and 1% Black (including African and Caribbean), with the remaining 6% coming from a range of other backgrounds<sup>9</sup>.

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<sup>1</sup> Based on completions from 2018 to 2019

<sup>2</sup> Based on 84% group response

<sup>3</sup> Based on 100% group response

<sup>4</sup> Based on 93% group response

<sup>5</sup> Based on 95% group response

<sup>6</sup> Based on 35% group response

<sup>7</sup> Based on 92% group response

<sup>8</sup> Based on 96% group response

<sup>9</sup> Other backgrounds included mixed backgrounds and Arabic



### Country of Completion<sup>10</sup>

97% of the respondents completed in the United Kingdom and 1% in the United States, with the remaining 2% having completed the assessment in various other countries (including Canada, Spain and Poland).

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<sup>10</sup> Based on 100% group response