

# CALL CENTER AGENT

We have an exciting opportunity for a **Call Center Agent** to join Cinnamon Life at City of Dreams, part of Cinnamon Hotels & Resorts, Sri Lanka's largest hotel owner with a portfolio of 17 hotels and resorts in Sri Lanka and the Maldives. It is a member of John Keells Holdings PLC, one of the largest listed conglomerates in Sri Lanka.

## Responsibilities:

- Handle inbound and outbound calls professionally, ensuring a high level of customer service.
- Respond to guest inquiries, requests, and complaints in a timely and efficient manner.
- Provide accurate information on hotel services, facilities, and promotions.
- Coordinate with relevant departments to resolve guest issues and follow up as required.
- Maintain call records and update systems with relevant information.
- Meet individual and team performance targets, including call handling metrics.
- Support a 24-hour call center operation by working on a shift basis, including nights, weekends, and holidays.
- Ensure a positive guest experience through effective communication and problem-solving.

## Skills & Experience:

- Previous experience in a call center, customer service, or hospitality role is preferred.
- Excellent communication and interpersonal skills with a customer-focused approach.
- Strong problem-solving abilities and the ability to handle challenging situations calmly.
- Basic computer literacy with experience in CRM or call management systems.
- Ability to work in a fast-paced environment with flexible shifts.



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[careers.cinnamonhotels.com](https://careers.cinnamonhotels.com)



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The John Keells Group is an equal opportunity employer  
and we invite applications from suitably qualified individuals to join our Team