

# Internship Customer Loyalty

## Qualifications

- Fluent in Sinhala and Tamil
- Strong communication skills in English
- Successfully completed G.C.E. A/Ls
- Basic computer literacy (MS office, email, data entry)
- Good listening skills and telephone etiquette

## Key Responsibilities

- Handle inbound and outbound customer calls in a professional manner
- Respond to customer inquiries and provide accurate information
- Collect and record customer information accurately
- Follow up with customers regarding requests, complaints, or pending matters
- Coordinate with internal departments to resolve customer concerns



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