

SLT-MOBITEL celebrated Customer Service Week 2025



Prabhath Dahanayake, Chief Marketing Officer, SLT-MOBITEL.



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SLT-MOBITEL celebrated Customer Service Week 2025 with an inspiring theme 'Mission: Possible', reaffirming an unwavering commitment to deliver exceptional customer experiences, while recognizing the dedication of service teams, and strengthening bonds with valued customers across the nation.

Centred on the belief that every challenge can be transformed into an opportunity

to serve better, 'Mission: Possible' brought together employees from all divisions to celebrate teamwork, innovation, and empathy.

The initiative reflected SLT-MOBITEL's determination to continuously enhance customer satisfaction and reaffirmed the organization's purpose of empowering every Sri Lankan to connect to what matters most.

Through Customer Service Week 2025, SLT-MOBITEL reaffirmed that with the right mindset, teamwork, dedication, and the unwavering trust of its customers, every mission is indeed possible.

Throughout the week, a series of engagement initiatives, motivational activities, and training programs were conducted to inspire employees and elevate service excellence.

Customer appreciation activities and exclusive offers were also rolled out across Home and Enterprise segments, expressing gratitude to loyal customers for their continued trust and support.

Prabhath Dahanayake, Chief Marketing Officer of SLT-MOBITEL, commented, "Customer Service Week is a celebration of our people, the dedicated teams who make the SLT-MOBITEL experience possible every day. The customer service week 'Mission: Possible' reflects our spirit of collaboration, commitment, and innovation. Our customers are at the heart of everything we do, and this week reaffirms our shared dedication to service excellence."

The initiative also recognized the efforts of customer service teams, as well as highlighted the importance of customer service in driving business success, strengthened relationships between customers and service providers, boosted employee morale, and fostered a customer-centric culture throughout the organization.