

Zomato Associate Accelerator Program

On the hunt for our next Customer Service Champion!

As part of the **Zomato Associate Accelerator Program (ZAAP)**, you will join a group of passionate peers to address the pressing needs and concerns of our online ordering customers and elevate the standard of Zomato's customer service

Here, you're not just an Associate; you are on the path to leadership.

You start at ground zero to gain an understanding of our customers' sentiments and challenges. You will be the primary point of contact for our customers to solve their problems via chats, calls and emails. More importantly, you will surface the key problems with other Zomato teams to help in designing better solutions.

The possibilities are boundless, and within a year, you'll have the chance to grow and explore roles across sales, operations, program management, support, supply chain, and category teams, and be the future of Zomato!

What you need to bring to the 'table'

- **Zealous Customer Focus** – Experience in a fast-paced customer service and hospitality role. You thrive on creating positive experiences with empathy
- **Articulate Communication** – Strong communication skills with proficiency in typing and speaking efficiently
- **Analytical Mindset** – Handling problems is your forte! You excel at managing the resolution process, ensuring that communication remains clear and concise throughout
- **Problem solving skills** – Solution seeking and problem solving is your passion. Your proactive approach ensures timely resolution of all customer queries

Be a part of an initiative that will transform hiccups to happiness!

Ready for the coolest chapter of your life?



customer delight is our compass