

## Executive summary

Global online services Limited, a concern of Texas Group Bangladesh, is a Corporate Internet Service Provider(ISP) offering Internet connectivity in Dhaka and Chittagong. It was established in 1997 to meet market demand for high bandwidth, reliable and high performance internet services. The company has achieved substantial market share consisting of MNCs, SMEs, Embassies, Educational Institutions and other reputed Organizations. The company has the experience and specialization to provide not only with dedicated Internet bandwidth, but also with other business-value connectivity solutions such as WAN, VPN, IPLC, VSAT Network, and Roaming all supported by carrier grade network operations.

In this overall report, the sales department has been brought in limelight. Sales department is responsible to generate new revenue for the company. They are the frontline soldier of global online services limited. The team also collects market information through informal channel and also responsible to communicate the company products and services to the right target market. The department is divided into 3 territory named Dhaka, Chittagong and Industrial Zones. I joined in the industrial zone as a sales Executive.

In this report beside my core job(selling) I have done a survey/research about customer satisfaction of global online services limited. Here I have found out why the customer chooses global online though it is the most expensive ISP in Bangladesh. I have gained professional as well as corporate culture experience working in such big local company. There are obviously some problems I have faced being a fresh graduate but I tend to overcome most the problems with the help of my supervisors and all the members in the departments