



012-3035212

bandarbotaniklang@physiobilemy.com

No.3, Jalan Remia 2,
Bandar Botanik,
Klang, 41200,
Selangor

Ref: GAK/BB/HRD/0008-OL/102023

AZZRIEN BINTI MAZLAN
NO 17 JALAN TIR 3,
TAMAN IMPIAN REMBAU,
71300 NEGERI SEMBILAN

28 SEPTEMBER 2023

**OFFER FOR EMPLOYMENT AS PHYSIOTHERAPIST AT PHYSIOMOBILE BANDAR TUN HUSSIEN ONN
CHERAS**

We have pleasure in offering you the above-mentioned position with the Company (GENERASI AK SDN BHD) effect from **16 OCTOBER 2023** based on two-years contract basis.

The **TERMS AND CONDITION** of your service are as follows:

1. BASIC SALARY

Your basic salary per month will be: -

a) Probation Period : RM 1,800.00 (One Thousand Eight Hundred Ringgit Malaysia)
b) After Confirmation : RM 2,000.00 (Two Thousand Ringgit Malaysia)

2. PLACE OF WORK

Your normal place of work will be at Physiobile Bandar Tun Hussien Onn unless directed by management to report to any of its other business locations at any future date.

3. HOURS OF WORK

Your working hours are as follows:

a) Monday – Saturday/Sunday : 9.00 a.m – 6.00 p.m.
b) Friday : 8.30 a.m. – 5.30 p.m.
c) Off Day

- Probation Period : 1 $\frac{1}{2}$ Day
- After Confirmation : 1 $\frac{1}{2}$ Day

Lunch hours are from:

1.00 p.m. to 2.00 p.m. on Monday to Thursday and
12.30 p.m. to 2.00 p.m. on Friday

You also have to be readily available for dealing with work of urgency arising out of the normal office hours. The respective supervisors or superiors depending on the operational requirements may vary the working or break time for employees.



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4. PROBATION PERIOD

All newly appointed employees are subjected to a probationary period of minimum three (3) months from the date of appointment. Whilst on probation, the employee shall be paid a monthly salary depending on qualifications and experience as may be determined at the sole discretion of the Company.

The Company reserves the right to extend the probationary period for a further period of three (3) months and such extension will be given in writing.

A probationer will remain probationer until the Company has confirmed him/her in writing. Under no circumstances will a probationer be considered a confirmed employee unless the Company issues a written notice of his/her confirmation.

At any time during the probation, either the Company or the employee may serve a seven (7) days' notice to terminate his/her service. Upon satisfactory completion of the period of probation, the Company shall, as soon thereafter, notify the probationer in writing of the confirmation in service. Thenceforth, the Company shall deem the employee has commenced work from the date of his/her appointment as a probationer.

5. EPF AND SOCSO BENEFITS

Contributions of EPF and SOCSO will be in accordance with prevailing statutory requirements.

6. ANNUAL LEAVE

All appointed employees are entitled for 14 days annual leave after confirmation.

Should be the balance of the annual leaves more than seven (7) days, the employee is entitled to carry forward the leave to the following year provided with the written approval from Superior. No carry forward more than seven (7) days will be allowed except with the reasons of pilgrimage and marriage.

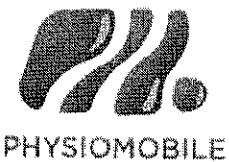
You shall be entitled to all gazette public holidays that is applicable to the particular state in which you are stationed.

***Annual leave is not applicable during probationary period*

7. MEDICAL BENEFITS AND LEAVE

Employees on probation would come within the purview of s. 20 (1) of the Industrial Relations Act 1967.

1. Thus, an employee on probation would enjoy the same rights as a permanent or confirmed employee and therefore could not be discriminated against without just cause or excuse.
2. Notwithstanding, the Company reserves the right whether to provide such medical care or not to an employee on probation or contract



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3. A probationers and contract employee are only entitled to claim up to a maximum of RM500 per year.

Medical leave is granted on the recommendation by the Approved Medical Practitioner or Government Medical Officer.

8. COMPULSORY RETIREMENT AGE

The compulsory retirement age of all employees shall be upon the employee attaining the age of sixty (60) years on his date of birth.

9. TRANSFER

At the discretion of the Company, you may be transferred from one section or department or branch or from one portfolio to another within the Company or from one locality to another where the Company operates or intends to operate.

10. DAMAGE TO COMPANY PROPERTY

You shall take care of the Company's property so as not to cause any damages, destruction and spoilage. A disciplinary action shall be taken against any employees found to have committed damage, destruction and/or spoilage to the Company's property depending of the seriousness of the damage caused. This includes penalty of 7% of the damage cost to be borne by the employee in lieu of termination.

11. UNAUTHORISED ABSENCE

An employee shall be deemed to have terminated his contract of service with the Company if he/she has been continuously absent from work more than two (2) days consecutively without reasonable excuse or without informing or attempting to inform the Company of the reason prior to or at the earliest opportunity during such absence.

12. OTHER BENEFITS

Other benefits shall be in accordance with the Company policy.

13. TERMINATION OF SERVICE

Your service may be terminated by either party giving to the other at any time not less than one (1) month notice in writing. If at any time during your employment by the Company, you shall be guilty of any grave misconduct or shall have committed any material breach of your obligation or shall neglect to give your whole time and personal attention to your duties or shall absent yourself without leave, then in any such case, the Company may determine your employment terminated without any notice or payment in lieu of notice.



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14. RULES AND REGULATION

You will abide by all the rules and regulations of the company which shall be modified / changed by the Management from time to time.

***Any changes will be notified by the Company and depends on Physiobile rules and regulation*

15. REFERENCE

The Company offers your employment in good faith. Should we find after you have commenced work that your references or information supplied in your job application are false or that your motives for gaining employment are not honorable the Company reserves the right to terminate your services with immediate effect.

16. CONCLUSION

This letter constitutes the entire engagement of the parties concerned and supersedes all prior agreements, understandings and negotiations.

Please indicate your acceptance of this letter by signing and returning the attached duplicate of this letter.

Welcome to Physiobile and we hope with your presence our team will be outstanding to give more value to the community.

We wish you a happy stay with us.

Yours sincerely,

PHYSIOMOBILE Bandar Tun Hussien

Branch Manager

Malawati Bt Yunus Dora

Generasi AK Sdn Bhd



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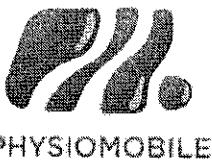
I AZZRIEN BINTI MAZLAM, NRIC NO: 990504 017064
hereby agree to accept the appointment and the terms and conditions as outlined in this letter.

Also, I agree to undergo my training in your organization and shall report duty as follows:

Date: 16 OCTOBER 2023

Work based venue: PHYSIOMOBILE BANDAR TUN HUSSIEN ONN CHERAS

Signature : AZRIEN Date : 16/10/2023
Witnessed by : _____ Date : _____



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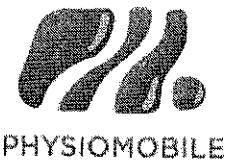
Job Purpose

Responsible to give the best treatment experiences to patients and make sure all patients' data is recorded.

Key Responsibilities and Specific Accountabilities

(Results this role is expected to accomplish)

Key Responsibilities	Accountabilities
SESSION PERFORMANCE	<ul style="list-style-type: none">• Ensure consistent delivery of high quality services to customers during the session• Exceeding customer expectation by efficient / accuracy standards and good service• To achieve 100 sessions in a month
FOLLOW UP PERFORMANCE	<ul style="list-style-type: none">• Handle customer's enquiries by providing sufficient information• Able to convince customers in continuing their sessions in order to gain holistic healing for their condition• To achieve the Follow Up Rate required by the Company:<ol style="list-style-type: none">a) 50% follow up for new patientb) 75% second follow upc) 90% third follow upd) 100% forth follow up
REVIEWS AND FEEDBACK MA	<ul style="list-style-type: none">• To achieve minimum of total 8 (Eight) reviews or feedbacks from customers in a month for any platform:<ol style="list-style-type: none">a) Facebookb) Instagramc) Google• Others• Before Treatment<ol style="list-style-type: none">a) Remind patient on treatment a day beforeb) Properly wear company's attire / uniformc) Ensure all equipment are complete and in good function before going for housecall
GENERAL	



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- d) Informed about patient condition before treatment start
- e) Always up to date and provide update on patient's condition before treatment start
- f) Preparing INVOICE/RECEIPT before start treatment

- **During Treatment**

- a) Correctly determine patients problems
- b) Know thoroughly about patient's condition and its safety measures
- c) Follow S.O.P of treatment and give at least 60% manual intervention
- d) Have a good communication with patients with full respects
- e) correctly prescribe exercise to patients with a proper guide
- f) Telling the truth to the patients about their conditions and our treatment plan for them
- g) Fully explain about the treatment package and rehabilitation plan for patient's progression

- **After Treatment**

- a) Ensure patient's assessment are completely filled
- b) Give treatment/clinic brochure to patient and well explain about package and current promotion that suit for their condition
- c) Book next appointment for patients
- d) Ensure patients get their receipt after every treatment done
- e) Ensure no equipment is left before going back from housecall session
- a) Daily update payment with admin/account