

# JOB VACANCY



## GUEST EXPERIENCE OFFICER

### JOB DESCRIPTION

- Welcome and assist patients and visitors in a courteous and professional manner
- Manage front desk and reception duties, including enquiries and directions
- Handle complaints, feedback, and service recovery professionally
- Coordinate with clinical and non-clinical departments to resolve guest concerns
- Ensure service standards and customer satisfaction levels are consistently met
- Maintain accurate records and reports related to guest experience.

### REQUIREMENT

- Diploma or Degree in Hospitality, Customer Service, Healthcare Management, or related field
- At least 1–2 years of experience in customer service, hospitality, or healthcare setting
- Excellent communication and interpersonal skills
- Pleasant personality with strong service orientation
- Able to work shifts, weekends, and public holidays
- Proficient in Bahasa Malaysia and English (additional languages are an advantage)

Email your **resume and education certificate** to [career.kts@tdmberhad.com.my](mailto:career.kts@tdmberhad.com.my)  
Any inquiry, please contact Human Resource & Administration at **09 637 8888 / 013 984 3025**



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