

NATAS Outbound (Group) Customer Satisfaction Survey

**Please rate your satisfaction level
in the following dimensions.....**
Please circle your ratings :

		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA	Remarks (if any)
Pre-tour	1. Your travel booking experience	1	2	3	4	5	NA	
	2. Travel preparation instructions	1	2	3	4	5	NA	
	3. Travel information and updates	1	2	3	4	5	NA	
Your tour	4. Departure check-in/transit	1	2	3	4	5	NA	
	5. Surface transportation	1	2	3	4	5	NA	
	6a. The planned (original) Itinerary	1	2	3	4	5	NA	
	6b. The actual itinerary experienced	1	2	3	4	5	NA	
	7. Your accomodation	1	2	3	4	5	NA	
	8. Meals provided	1	2	3	4	5	NA	
Service Personnel	9. Your Tour Leader	1	2	3	4	5	NA	
	10. Your Tour Guide (overseas)	1	2	3	4	5	NA	
Overall	11. The total experience	1	2	3	4	5	NA	
	12. Value-for-money	1	2	3	4	5	NA	
	13. Will you travel travel with us again ? (Plse CIRCLE)	Yes / No / Maybe						

Do you have some feedback or some experience you would like to share with us ?

Compliments: This is the 1st time we are using Pinnacle Travel for our company incentive trip. From planning to the end, we have a very pleasant experience especially with Perlin. She has try her very best to find the best flights and hotel rates for our consideration. She is also very resourceful to find travel brochures, map and guides for our company travellers ease of information. Despite that there was some hiccup in regards to the food arrangement for our Muslim colleagues, she has tried her very best to handle to the best of her knowledge. I would like to nominate her the best travel agent I ever met if there's such an award. There was another Singapore guide, Samantha, with us. She is very patient with the travel group. When she knows that we have split 2 group for traveling (Eq. a chinese group and a muslim group), she offers to handle the muslim group for fear of language translation. There was a dispute when traveling back from Macau to Singapore traveling by Jetstars, Samantha has tried her best to assist to what she can do. Overall, we have a pleasant travel experience for the 2 trips arranged by Pinnacle Travel. Thank you.

Feedback: The local guides appointed in Macau have language issues. We have English speaking colleagues only who found difficulty understanding the guides. During the 2nd trip, I have checked with the guides to understand muslim food restaurants in Macau. I realise that they are not too sure. It was fortunate that the first group who has travelled has advised the 2nd group of muslim travelers. We have also received feedback from staff that during the city tour, the guide did not share specific information on where, what time to gather. In fact, there was a few times that we have to look all over for our staff. There was this incident when we reached the 1st stop for lunch. The guide did not specifically informed that we should meet at the location before the staff goes exploring the area. It will also be easier if the guide could hold a flag for easier identification and recognition. I would recommend that the guides to have more information to handle more international group travelers to Macau.

Name: Carina Chin

Date: 29-Nov-11

Thank you for taking time to give us your invaluable feedback

