

**PINNACLE TRAVEL SERVICES PTE LTD**

Customer Satisfaction Survey Form

**Please rate your satisfaction level  
in the following dimensions.....**

Please circle your ratings :

			<i>Very dissatisfied</i>	<i>Dissatisfied</i>	<i>Neutral</i>	<i>Satisfied</i>	<i>Very satisfied</i>	<i>NA</i>	Remarks (if any)	
<b>Pre-Trip</b>	1.	Ease of reaching us	1	2	3	4	5	NA		
	2.	Listening skill of our customer service agent	1	2	3	4	5	NA		
	3.	Understanding your needs and preferences	1	2	3	4	5	NA		
	4.	Enquiry handling and follow-up efficiency	1	2	3	4	5	NA		
	5.	Your booking experience with us	1	2	3	4	5	NA		
	6.	Travel documents briefing and standard	1	2	3	4	5	NA		
<b>Your Trip</b>	1.	Departure check-in / transit	1	2	3	4	5	NA		
	2.	Impression on meet & greet service on arrival	1	2	3	4	5	NA		
	3.	Surface transportation	1	2	3	4	5	NA		
	4a.	The <b>planned</b> (original) Itinerary	1	2	3	4	5	NA		
	4b.	The <b>actual</b> itinerary experienced	1	2	3	4	5	NA		
	5.	Your accomodation	1	2	3	4	5	NA		
<b>Service Personne I</b>	6.	Meals provided	1	2	3	4	5	NA		
	1.	Your tour leader (from Singapore)	1	2	3	4	5	NA		
	2.	Your tour guide (overseas)	1	2	3	4	5	NA		
<b>Overall</b>	3.	Your driver or coach captain	1	2	3	4	5	NA		
	1.	The total experience	1	2	3	4	5	NA		
	2.	Value-for-money	1	2	3	4	5	NA		
	3.	Will you travel travel with us again ? <b>(Plse CIRCLE)</b>	<b>YES!!!!!!</b>							

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

I think the tour guide should experience travelling so that he has an idea on what the tourists are looking for, how to take photos and he can understand and appreciate good photos  
 english class, history about the places of interest and grooming classes can help the tour guide  
 a breathable fabric can be used as uniform so that it does not stink when wet with rain or sweat