

**PINNACLE TRAVEL SERVICES PTE LTD**

Customer Satisfaction Survey Form

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

		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA	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 Personnel</b>	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	
	2. Your tour guide (overseas)	1	2	3	4	5	NA	
	3. Your driver or coach captain	1	2	3	4	5	NA	
<b>Overall</b>	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> )	Yes / No / Maybe						

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

**Compliment :** Joe the local guide was pleasant and helpful without being pushy. He recommended us some good eating places and saw through each day's arrangement to our satisfaction. He listened to our requests and provide sufficient information to allow us to make our choices. We had a pleasant holiday and was willing to give him more than the recommended amount in tips.

**Feedback :**

Name: Richard Tan  
Date: 5-Aug-16

Thank you for taking time to give us your invaluable feedback