

**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	x	NA	
	2. Listening skill of our customer service agent	1	2	3	4	x	NA	
	3. Understanding your needs and preferences	1	2	3	4	x	NA	
	4. Enquiry handling and follow-up efficiency	1	2	3	4	x	NA	
	5. Your booking experience with us	1	2	3	4	x	NA	
	6. Travel documents briefing and standard	1	2	3	4	x	NA	
<b>Your Trip</b>	1. Departure check-in / transit	1	2	3	4	x	NA	
	2. Impression on meet & greet service on arrival	1	2	3	4	x	NA	
	3. Surface transportation	1	2	3	4	x	NA	
	4a. The <b>planned</b> (original) Itinerary	1	2	3	4	x	NA	
	4b. The <b>actual</b> itinerary experienced	1	2	3	4	x	NA	
	5. Your accommodation	1	2	3	4	x	NA	
	6. Meals provided	1	2	3	4	x	NA	
<b>Service Personnel</b>	1. Your tour leader (from Singapore)	1	2	3	4	5	x	
	2. Your tour guide (overseas)	1	2	3	4	5	x	
	3. Your driver or coach captain	1	2	3	4	x	NA	
<b>Overall</b>	1. The total experience	1	2	3	4	x	NA	
	2. Value-for-money	1	2	3	4	x	NA	
	3. Will you travel with us again ? (Please CIRCLE) <b>Yes / No / Maybe</b>							

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

**Compliment :** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Feedback :** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Name: RICHARD TAN  
 Date: 12/11/17

**Thank you for taking time to give us your invaluable feedback**

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