

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)
Pre-Trip	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	
Your Trip	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 planned (original) Itinerary	1	2	3	4	5	NA	
	4b. The actual itinerary experienced	1	2	3	4	5	NA	
	5. Your accommodation	1	2	3	4	5	NA	
	6. Meals provided	1	2	3	4	5	NA	
Service Personnel	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	
Overall	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 ? (Plse CIRCLE) Yes / No / Maybe							

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

Compliment : Sule Shangrila is a nice hotel with wide selection of food for breakfast & within walking distance to shopping malls, massage palour & jade market.

Visited a number of Chinese & Thai restaurants recommended by our tour guide. Food was appetising & inexpensive.

The group is very happy with the service rendered by our tour guide. He is very punctual, helpful, accommodative & speaks fluent English. Everyone loves his jokes & hard to fall asleep during our journey. Please convey our heartfelt thanks to him for his excellent service.

Feedback : Conditions of all the other golf courses are mostly wet with shabby changing rooms & inexperience caddies except Pun Hlaing GC.

We didn't have our shower at the club houses most of the time. Caddies preferred their own occurrency versus USD.

1st Burmese meal provided was not appetising though ambience was good. 2nd Burmese meal was much better.

Lastly, it didn't crossed my mind that we need to team up 5 4 4 (13balls) for 7 buggies :-). Need to highlight for clarity in future as one of my flight mates had to walk up & down from hole 1 to hole 10 & back to golf recep to pay for his buggy although he got his refund back from the tour guide the following day.

Name: KATHERINE LIM

Date: 06-Nov-17

Thank you for taking time to give us your invaluable feedback

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