

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 accomodation	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 : I almost forgotten abt my holiday plan when Sarah Ng from Pinnacle sent me an email reminder. Sarah ng has done a great job even though my travel plan actually at a last minute. I would like to sent my fullest appreciation to Sarah ng for all the arrangement, follow-up calls and planning making my holiday with kids an enjoyable and smooth.

Feedback : my itinerary are good but I think the tour guide for crocodile farm could do more interaction with the passengers. Overall well-done great place good service.

Thank-you Pinnacle.

Name: Rosinda Binti Arat

Date: 13 June 2012

Thank you for taking time to give us your invaluable feedback