

NATAS Outbound (Group) Customer Satisfaction Survey

		Please rate your satisfaction level in the following dimensions..... Please circle your ratings :						Remarks (if any)
		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA	
Pre-tour	1. Your travel booking experience	1	2	3	4	5	NA	
	2. Travel preparation instructions	1	2	3	4	5	NA	
	3. Travel information and updates	1	2	3	4	5	NA	
Your tour	4. Departure check-in/transit	1	2	3	4	5	NA	
	5. Surface transportation	1	2	3	4	5	NA	
	6a. The planned (original) Itinerary	1	2	3	4	5	NA	
	6b. The actual itinerary experienced	1	2	3	4	5	NA	
	7. Your accomodation	1	2	3	4	5	NA	
	8. Meals provided	1	2	3	4	5	NA	
Service Personnel	9. Your Tour Leader	1	2	3	4	5	NA	
	10. Your Tour Guide (overseas)	1	2	3	4	5	NA	
Overall	11. The total experience	1	2	3	4	5	NA	
	12. Value-for-money	1	2	3	4	5	NA	
	13. Will you travel with us again ? (Plse CIRCLE)	Yes <input checked="" type="radio"/> No <input type="radio"/> / Maybe <input type="radio"/>						

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

Compliments:

Hotel accomodation and Services superb. Right choice of location.

Guide and Service staffs were very polite and cordial.

Meals (Breakfast) was excellent.

Customer Service staff-Jacqueline Chong was polite, forthcoming and prompt in explaining about the tour package.

Overall very satisfied with Pinnacle Travel

Feedback:

Travel Brochures need to be updated. Company service staff should visit actual itinerary so that they were better able to inform and advice customer.

Not told about the filling of departure and arrival card for trip to thailand.

Air fare cost not reflected on the booking form. No detail breakdown of costing.

Krabi 4 islands and Rainforest tour was quoted a higher price. S\$20 more.

There are many tour operators giving similar packages at a much lower cost.

Name: S.Kanagarajah

Date: 04/01/2012

Thank you for taking time to give us your invaluable feedback

Aug 10 2010

