

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	Refer 1 below
	5. Your accomodation	1	2	3	4	5	NA	
Service Personnel	6. Meals provided	1	2	3	4	5	NA	
	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	
	2. Your tour guide (overseas)	1	2	3	4	5	NA	
Overall	3. Your driver or coach captain	1	2	3	4	5	NA	
	1. The total experience	1	2	3	4	5	NA	Refer 2 below
	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 :

1, Great suggestion on the stopover in vancouver especially selection of hotel

2, Good suggestion in using hotel taxi to vancouver airport

Feedback :

1, Vancouver half day tour, though complimentary, was conducted in a rush.

2, Map or more details should be provided for the location of cruise registration.

Name: Wong Tet Fui & Ng Hong Choo

Date: 16-Jun-12

Thank you for taking time to give us your invaluable feedback

|