

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	Refer feedback below
	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	missed: Mt Fuji 5th Station (closed due to timing/weather condition; reached 4th Station), peak of Togendai (closed for renovation), English guide at Edo Museum not available; miscommunication: Harajuku (in Tokyo) vs Hatajuku (Arts & Craft).
	4b. The actual itinerary experienced	1	2	3	4	5	NA	Refer compliment below
	5. Your accommodation	1	2	3	4	5	NA	Not informed on Segokuhara Prince changed to Hakone-En Prince
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						

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

Compliment :

Overall, a memorable experience for golfers and non-golfers. Thankful to Sato-san for taking good care of the non-golfing ladies in the side-tours, and his excellent personal attention throughout the trip in Tokyo. Made up for one missed breakfast at the Ryokan due to early departure (packed breakfast for all and also breakfast at golf club)

Golfing Manager(Cass): Experienced in golf tour and requirements; easy to work with.

Feedback :

Unclear/misinformation on check-in. Check-in at Airport Group check-in counter 48 hours before departure is possible and was done; individual check-in is allowed. Seat allocations for all is given when requested. Seat reservations/options left to individual. Check-in at machine is available only on day of departure (0000-2359hrs of each day)

Name: Sng Hee Meng

Date: 23-Apr-18

Thank you for taking time to give us your invaluable feedback