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Sent: Friday, 25 May, 2018 6:34 PM
To: manager@pinnacle-travel.com
Subject: Post trip feedback (Sony Wong 5 days 4 night BKK golf trip)

Hallo Cass,

Sorry it took me a while to write to you. Hope all is well with you.

My wife and I went for over to BKK from 15th May to 19th May. We stayed at Centara Grand at Central World for 4 nights (hotel of our choice). We played one round each at Suwan, Royal Gem Golf City and Royal Bang Pa-In, based on your recommendation, since this is our first golfing trip to BKK.

The trip went very well, like clock-work, thank you very much for organizing it for us. As you have mentioned, the driver cum local guide, Khun Ake, was very good. He was punctual, patient, and very helpful. On top of it, we realized he is a single handicapper, and a one time aspiring pro golfer 😊 We had a wonderful chat on the last day on our way to the airport for our returning flight. We didn't engage his service very much during the trip except ferrying us to and fro from hotel to golf course and back. Only on the third day we requested him to send us to the premium outlet near Royal Bang Pa-In after golf. He readily agreed to ferrying us there and waited for us for more than 2 hours while we shop. Well, he did went down and bought something himself so everyone was happy 😊

As for the golf courses, Suwan was crowded with predominantly Japanese golfers while we were there. The golf course was well maintained and so as the club house. The caddies were hard working and very professional. However, it wasn't a very memorable course so I don't think both of us will play there again. The same can't be said about Royal Gem and if we thought Suwan was the best course, we were in for a pleasant surprise. The Royal Gem course was more challenging and it was a great fun to play there, especially the par 3 Sawgrass TPC look alike hole 😊 I did a one-on with a group of fellow Japanese golfers behind cheering me on. Unfortunately I did a 3-putt...there goes my dream of turning pro... Joke aside, it was certainly a signature par-3 hole I will remember for life. The club house was also well deck out and served very good Thai food (or maybe we were very hungry...) We also love the colonial looking white half way houses situated on the course. The caddies were well trained and professional to the dot. The only down side I may add is the course was crowded, even on weekday, and it was as crowded as Suwan. Somehow the club allows 5-ball flight so we were stuck behind for a while. Thanks to our caddies we managed to pass them during the half way house break and we were allow to pass another group of golfers in the turn around. Beyond the little delay, Royal Gem is a course we will definitely go back again. The last course we played was Royal Bang Pa-In. It was a VERY LONG course... I was struggling playing from the blue tee but it was great fun! My wife enjoyed her game very much as well. The course was well designed and well maintained, and it was a refreshing change from the previous 2 courses we played because it was empty! When we finished the game and had lunch (the food was good too), we were the only diners. I went to shower, I was the only one there. So I am not complaining after 2 days of shuffling between other sweaty men in the changing room in the previous 2 days. Royal Bang Pa-in is the other course I will go back again the next trip, especially it is located near to the premium outlet. Overall, all 3 courses were very good, in terms of the course maintenance, caddies, club house, service, food etc.

2 other feedback, maybe in the future when organizing other golf trips for your customers. Regarding tipping to the caddies, since this is the first time we play golf in BKK, we took your advice and we went for the highest end of the range you recommended, i.e. between 300 Bhat to 500 Bhat per golfer. So we tipped both Suwan & Royal Gem caddies 500 Bhat each after the game. I may be wrong but they didn't seem to be pleased with the amount. The caddies in both clubs were very good and professional so none voiced any displeasure but we could somehow tell from their facial expressions that they were disappointed. The same can't be said about the caddies in Royal Bang Pa-In. We gave the same amount of 500 Bhat and they were happy. So I am a little confuse what is the right amount to tip... The other feedback is weather. The weather was fine on the first game but the second and third game, after we turn around, we were playing with the backdrop of brilliant light show and surround sound effect created by God 😊 If we were playing in SGP, I am sure play will be suspended long ago but in BKK, no one stopped us and we

get to finish the game, with the fear we might be electrocuted the very next seconds. Joke aside, we understand later that May is the beginning of the rainy season so a lesson learned for us.

Anyhow, it was a five star trip for us, especially this is our first golfing trip to BKK & we enjoyed ourselves tremendously. Again, thank you for your recommendation and organizing this trip for us in such short notice. We look forward to our next golfing trip with your firm.

Cheers,
Sony Wong and Dr. Jennifer Koh.

Sent from [Mail](#) for Windows 10