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From: chua.william

To: groupsales@pinnacle-travel.com

Sent: Tuesday, March 31, 2009 1:20 PM

Subject: Letter of Compliment

Dear Ms Cassandra,

Our College had engaged Pinnacle Travel Services Pte Ltd for our Volleyball Training and Cultural Exchange Programme 2009 from 14 March to 21 March 2009.

I am writing in to thank you the trip arranged for us and to especially thank you for sending your Customer Service Manager, Ms Perlin Neo, to be our Tour Manger for the trip. We have thoroughly enjoyed our relationship with your company especially because your Customer Service Manager had been so helpful.

On behalf of the Volleyball Teams, I commend, Ms Perlin Neo, Mr Vincent and Mr Tony for the prompt and courteous service they gave us during the mentioned trip.

Ms Perlin Neo

She is to be commended for her outstanding work. We want you to know how impressed we were with the way she handled the trip with her helpful attitude and her dedication to her job, doing above and beyond what is required. Her attention to detail and her public relation skills had helped our trip move smoothly and had never heard complain from her. She is a very responsible tour leader and had gone the extra miles in providing quality service for us, for example, helping in video-taping our trainings and competitions throughout the 4 days. She had stayed with the group throughout till the day programme ends and assisted the students in many ways during trainings and showing care and concern to both our teachers and students. Such professionalism is rare nowadays. We look forward to ask for her to serve our future trips.

Please convey our compliments to Ms Perlin Neo and her Team for a job well done. Thanks again for assigning her to work with us and we hope we can work with her again.

We send our warm regards and wish you continued success.

Best Regards,

Mdm Ho, Mr Lim and Mr Chua
Teachers I/C of
AJC Volleyball Team