

----- Original Message -----

From: [Catherine Schmidt-Jones](mailto:Catherine.Schmidt-Jones)

To: manager@pinnacle-travel.com

Sent: Wednesday, August 27, 2014 6:55 PM

Subject: Re: After Sales Service from Pinnacle Travel_BF22826

Thanks for checking on whether our trip went well. My husband and I both enjoyed the trip very much. Sarah was very helpful in planning a trip that included what we wanted, even though we did not entirely know what we wanted when we began planning. Since we are from the U.S., we are not accustomed to using a travel agent, and earlier attempts to use travel agencies in Singapore failed because of our lack of experience with Singaporean English. Sarah's excellent English skills, and patience in working with us to plan the trip, will keep us returning to Pinnacle.

We also had a good experience with the services as provided in Sri Lanka. Our driver/guide was excellent - very knowledgeable and professional but also friendly and accomodating - and logistics such as check-in and tickets always went smoothly at hotels, restaurants, and sights. The quality of the hotels in particular consistently exceeded our expectations, given the cost of the trip.

The only negative part of the experience was on arrival, as there was nobody waiting for us at the airport. Apparently this was due to some miscommunication as to which flight, or which day, we were arriving. I do not know where or how the miscommunication occurred, but it was very quick to arrange for a driver and a hotel for that night, on extremely short notice, even though it was 3:00 in the morning, so things went smoothly once we made contact with them.

Catherine Schmidt-Jones