

From: Lim Cheng Chuan [mailto:]
Sent: Saturday, 9 April, 2016 1:38 AM
To: manager@pinnacle-travel.com
Cc: ;
Subject: RE: After Sales Service from Pinnacle Travel_BF23474

Dear Ms/Sir.,

Feedback as follows :-

1. Golf course generally is goods as follows:-
 - a. 'The Bluffs' is very nice.
 - b. 'Tan Son Nhat GC' is nice as well; only set-back is all 'male caddy'; normally we prefer ladies caddy (thus., tendency going back to this course is low).
 - c. Twin-Doves is Good (my 3rd time playing is course).
 - d. Vietnam GC is old & condition is no good (my 2nd time playing is course., initially intention to change this course because I have played before & knew Couse is bad condition; no much maintenance & old).
2. The ladies tour guide Ms Nhung is goods; very well organise & helpful & also take good care for my non-golfer kaki family's., appreciate her hospitality.
 - a. She also advise us to change Golf timing (no choice BUT to T 'off at 6am) for last day because of our airplane return flight time at 4.30pm we sure can't make it on time if we will to play our Golf Game at 8am T-off time & complete the golf game; very experience & good adviser; appreciated).
3. For transport is too small for 15 people especially for golfer; to said because golfer got extra golf bag + luggage., thus the tour bus cargo compartment is bit too small to accommodate the luggage + golf bags'. Seating capacity is OK; sufficient.
 - a. Thus., for golf tour must take note on luggage compartment etc.

Overall golf + tour trip very goods.

Trust above informative.

Regards/cclim