

**From:** Andy Ting [mailto:████████@yahoo.com.sg]  
**Sent:** Monday, September 25, 2017 6:04 PM  
**To:** manager@pinnacle-travel.com  
**Subject:** Re: After Sales Service from Pinnacle Travel\_BF24535

Dear Cass

Good evening,

Overall the trip was great & enjoyable.

We enjoyed the arrangements made in Sabah with regards to hotel, transport & Golf games.

Information & details were adequate, appropriate & timely.

We were met by the local representative, Jessica on arrival with ease. Smooth journey from airport to hotel. Transport was punctual, comfortable & adequate for both passengers, luggages & Golf bags.

Daily shuttles to/fro courses/hotel were with out hitch. Very happy with the driver.

The Golf courses were great & beautiful, especially Mt Kinabalu golf course. It was unfortunate that we could not play. We were determined to play, so we tried ways and means to prove that it was safe to play & we do not mind the sogginess of the ground. After calling her management, the lady in charge told us that we cannot play. Before we left, she told us that Singapore agent has informed her to open the course for us. However, she was not willing to open the course & left us. We lingered around for a while waiting for your call. But no call came, so we decided to leave. While in the bus, I called you about alternative course. You managed to arrange for us to play at Nexus. We appreciate the effort made & I salute you for making it happened. Thank you very much.

We were happy & satisfied with the local agent representative. We were taken care well.

Overall we are satisfied with Pinnacle arrangements & itineraries.

We are looking forward to going back to Sabah in the near future & will certainly consider Pinnacles again.

Thank you for making this trip a fruitful & worthwhile one for us

Best Regards

Andy Ting

[Sent from Yahoo Mail for iPad](#)