

From: Katherine Lim Kim Heoh [mailto: [REDACTED]@singtel.com]
Sent: Tuesday, January 10, 2017 5:41 PM
To: manager@pinnacle-travel.com
Subject: [WARNING : MESSAGE ENCRYPTED]FW: After Sales Service from Pinnacle Travel_BF24054

Hi Cass

See attached and below as can't fit in the details in the spreadsheet.

Compliments/Feedback:

Thank you very much for the usual prompt service which is one of the key factors for coming onboard Pinnacle.

Generally, we are happy with all the recommended golf courses & managed to add additional round at Dalat 1200 which should not have been missed in the first place compared to Dalat Palace GC. We are especially delighted with the guides in Dalat & HCM. Both spoke very good English & provided every information that we needed to know in their territory. In Dalat, the guide, Tiem made many attempts in search for 'Chicken Pho' for lunch as some cannot take beef/pork. We had passed the lunch hour & most restaurants had closed, thus, not easy to find one. We are very thankful for their patience in accommodating our request.

In HCM, our guide, Tan was awesome. Good recommendation on dining options, coffee powder and massage. He bothered to walk us to the Market and 137 Massage Parlour (one of the best that we visited so far) as well as taking us to our requested restaurant for dinner on our last night. Kudos to Tan for a job well done with passion!

The only downside was the hotels. Kings Hotel Dalat was a disappointment as rooms/walkways were filled with BBQ smell from the hotel's BBQ restaurant. Rooms were rather small and noisy too for those facing the road. Room size for A & EM Hotel in HCM was alright except the black tiles everywhere looked gloomy. However, everyone was delighted with Grand Pacific hotel at Vung Tau but the stay was too short as we reached late in the night, no time for anything.



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