

PINNACLE TRAVEL SERVICES PTE LTD

Customer Satisfaction Survey Form

Please rate your satisfaction level
in the following dimensions.....
Please circle your ratings :

| | | Very dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied | NA | Remarks (if any) |
|--------------------------|---|-------------------------|--------------|---------|-----------|----------------|----|------------------|
| Pre-Trip | 1. Ease of reaching us | 1 | 2 | 3 | 4 | 5 | NA | 4 |
| | 2. Listening skill of our customer service agent | 1 | 2 | 3 | 4 | 5 | NA | 4 |
| | 3. Understanding your needs and preferences | 1 | 2 | 3 | 4 | 5 | NA | 4 |
| | 4. Enquiry handling and follow-up efficiency | 1 | 2 | 3 | 4 | 5 | NA | 4 |
| | 5. Your booking experience with us | 1 | 2 | 3 | 4 | 5 | NA | 4 |
| | 6. Travel documents briefing and standard | 1 | 2 | 3 | 4 | 5 | NA | 4 |
| Your Trip | 1. Departure check-in / transit | 1 | 2 | 3 | 4 | 5 | NA | 4 |
| | 2. Impression on meet & greet service on arrival | 1 | 2 | 3 | 4 | 5 | NA | 4 |
| | 3. Surface transportation | 1 | 2 | 3 | 4 | 5 | NA | 4 |
| | 4a. The planned (original) Itinerary | 1 | 2 | 3 | 4 | 5 | NA | |
| | 4b. The actual itinerary experienced | 1 | 2 | 3 | 4 | 5 | NA | |
| | 5. Your accomodation | 1 | 2 | 3 | 4 | 5 | NA | 4 |
| 6. Meals provided | 1 | 2 | 3 | 4 | 5 | NA | 5 | |
| Service Personnel | 1. Your tour leader (from Singapore) | 1 | 2 | 3 | 4 | 5 | NA | NA |
| | 2. Your tour guide (overseas) | 1 | 2 | 3 | 4 | 5 | NA | NA |
| | 3. Your driver or coach captain | 1 | 2 | 3 | 4 | 5 | NA | 5 |
| Overall | 1. The total experience | 1 | 2 | 3 | 4 | 5 | NA | 4 |
| | 2. Value-for-money | 1 | 2 | 3 | 4 | 5 | NA | 3 |
| | 3. Will you travel travel with us again ? (Plse CIRCLE) | Yes / No / Maybe | | | | | | Yes |

Do you have some feedback or some experience you would like to share with us ?

Compliment : We were quite disappointed when we 1st arrive as there weren't anyone at the recreation counter. We were eager to try out their facilities but realised no one was at the recreation counter... it was later part we learned that they are at prayers.
Nevertheless, overall experiences were fun and we were impressed by the food served at Sibul Island Resort. The ride home was very well arranged, thanks for the spacious and clean transport.

Feedback : Idle for 2 hours at Tg Lemun Jetty, wondered if this can be improved - Ferry leaves jetty at 11:30am but we reached there since 9:30am.

Name: Chan Kim Lian

Date: 25-Jun-14

Thank you for taking time to give us your invaluable feedback

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