

From: Bernadette Choo [mailto:██████████@gmail.com]
Sent: Thursday, 31 May, 2018 4:46 PM
To: manager@pinnacle-travel.com
Subject: Pinnacle Travel's Manager

Dear Pinnacle Travel,

A new post-trip feedback is received.

Salutation Mr
Your Name * Bernadette Choo
Your Booking or
Invoice no.
Your Email * ██████████@gmail.com
Your Contact
Number 9655 ████████

Overall the trip was good. Raymond, the guide/driver was excellent. He has a pleasant and cheerful disposition. He was also accommodating and tried his best to accede to our request for changes to the tour itinerary.

We are ready to listen, please input your feedback

Hotel Niagara at Parapat was just OK. Hotel Mutiara was not up to standard. The room was musty and rundown with wall paper peeling and not well maintained. We had to request to a room change, one without carpet but it was a little better.

4points at Medan was the best. Though the room was smaller but is was clean and the service excellent.

Overall, my husband and I had a relaxing and restful break. Thanks.