

**From:** Ee Huei Ching [mailto:████████@dbs.com]  
**Sent:** Monday, 17 December, 2018 12:41 PM  
**To:** manager@pinnacle-travel.com  
**Subject:** Pinnacle Travel's Manager

Dear Pinnacle Travel,

A new post-trip feedback is received.

Salutation            Ms  
Your Name \*        Ee Huei Ching  
Your Booking or     42617BF25117  
Invoice no.  
Your Email \*        ██████████@dbs.com  
Your Contact        ██████████  
Number

We are ready to  
listen, please  
input your  
feedback

We are satisfied with the tour except for one occasion. All itinerary went smoothly and were especially happy with the hotel stay in Mandalay and Inle Lake. The room provided was spacious and comfortable. The local tour guides are friendly, helpful and knowledgeable. The hitch was on the flight from Mandalay to Inle Lake. The KBZ flight somehow was cancelled without notice and luckily we got replacement seats on Yangon Airlines which was of free seat, after much waiting. Hope this could be looked into and improved.