

----- Original Message -----

From: [Eddy Ismadi](#)

To: manager@pinnacle-travel.com

Sent: Monday, June 09, 2014 10:43 PM

Subject: Re: After Sales Service from Pinnacle Travel_BF22671

Hello,

I was just a walk in customers, I'm bad in complaining but I choose old Skool method to see & hear what's to my likeness.

Kudos to your team for giving me such an experience, ey are simply meticulous & sincere in helping me for my helper trip. The human touch they rendered is what we missing these days & u guys still in practice.. Well done & regards to agent whom hv serve me..Oops forgetting their names is my bad but I will always remember Pinnacle @ Peninsula Plaza.

Eddy