

**From:** Joleyn Leo  
**To:** Pinnacle Travel's Manager  
**Sent:** Thursday, July 28, 2011 1:48 AM  
**Subject:** Re: After Sales Service from Pinnacle Travel\_BF18815

Hi Cassandra,

Our family annual trip is very important to us. Each year we look forward for a good trip. And this year, we had a pleasant trip (overall).

We'll like to thank Perlin for planning and coordinating our Taiwan tour. Her patience and concern about our trip (even on the day we departed) at all times, made us feel eased and assured about the holiday. Perlin is surely a asset to the company.

The tour guide, Mr Dung, also contributed to the purpose of this trip. He is a very knowledgeable man to his country culture and history. We would like to thank him for entertaining us during the long road trips, the ad-hoc museum's explanation and flexibility on accommodating on our itinerary during the week in Taiwan.

Last but not least, the coach driver, Mr Xu had also been assuring our safely during the road rides. Unlike some drivers, we can always rest our mind with his driving skill from city to city even thought it have been raining quite a bit during our the whole trip.

In general, all my family members had a great time. However, the only complained we had was the coach. 13 of us (exclude guide) in a 20 seated coach is sufficient IF there's cargo space for the cargo bags. But however all the cargo bags were 'packed' together with us hence left us no legs room for stretching. The coach is more suitable for a day trip but was horrible for a week long road trip. Even with a good driver but with all the big and heavy bags right behind us does threatened our safely and comfort. Putting our comfort aside, our safety was compromised at all times!

Nevertheless, even after several days of swollen feet (water retention) from the uncomfortable coach rides, our family concluded a success to this trip.

Thank you Pinnacle Travel! For the great memories and lots of shopping treats during this family's trip.

Best regards  
Joleyn