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**From:** Mohamad Marican

**To:** [marican@pinnacle-travel.com](mailto:marican@pinnacle-travel.com)

**Cc:** [marican@nlb.gov.sg](mailto:marican@nlb.gov.sg); [marican@gmail.com](mailto:marican@gmail.com)

**Sent:** Thursday, December 29, 2011 5:17 AM

**Subject:** After Sales Service for Pinnacle Travel\_BF19961

Dear Ms Cassandra,

My family of 4 (comprising of wife Mdm Hamidah, daughters Miss Nazurah, Miss Noor Zarifah & I), left for Dubai on 19 Dec '11 and returned on 25 Dec '11. My feedback to you about the whole trip can be described by two words: Simply Sensational!

Here are some of the main highlights of the trips:

(a) Flights to & fro in Emirates: Great! No problems faced. Good facilities on board.

(b) Pick-up from airport to hotel: Very punctual. Friendly staff. Privacy intact!

(b) Hotel stay: At the Coral Oriental: 1st class treatment. Friendly and helpful staff. Good location. Good facilities. Not far from airport. Good food. Very pleasant experienced.

(c) City Tour: Very good. Covered quite sufficiently & visited important areas within the city.

(d) Desert Safari: Fantastic experienced on dune bashing, beautiful scenic photography in the desert, great weather, plus dinner and shows.

(f) Dhow Cruise: Beautiful nite scenes of Dubai Creek from the cruiser and great atmosphere for dinner. Lasted about 2 hours.

(g) Timing for all trips: Very punctual pick-up timings & back to hotel without problems. Friendly and helpful guides.

(h) Departure from hotel to airport: Very punctual and helpful staff.

(i) Contact Person: Easily contactable. Helpful and friendly.

To summarised, this is a great package for my family. We thoroughly enjoyed our time and with fond memories of the whole trip!

Thank you 'Pinnacle Travel' for such a great arrangement. Compliments to your staff, Ms Samantha Lau for making the arrangements for us. She was very helpful and displayed great patience in explaining processes involving the trip. I've recommended colleagues for the trip through Pinnacle Travel. Keep up the good work!

Regards.

Mohd Majeed  
Hp: 8192-8915