

From: Vickneswary Vicky
To: Pinnacle Travel's Manager
Sent: Tuesday, July 19, 2011 11:28 AM
Subject: Re: After Sales Service from Pinnacle Travel_BF19255

Dear Ms Chan

I enjoy the trip to Desaru recently. But unfortunately, I was 'sea sick', other than that, once i reach Tanah merah ferry terminal, where I was suppose to collect the boarding pass etc, I was not explained properly where to board the ferry etc, I was quite lost. When I ask around the other tourist traveling via the same tour agent, none of them refuse to advise where to board etc. then I understand that I am the only one there via Pinnacle Travel agent, but then I fall sick once I board the ferry till i reach Pasir Gudang terminal. The guide on board the Cruise was friendly though, but she did not follow us back to pasir gudang, So its was ok. But the moment, i reach pasir gudang, there was this tour guide call Mr Jeffrey and his driver Mr Johari, they were very friendly and cheerful. together with my mum, aunt, son and i, there were 4 more ladies together with us, he told us to board a small travel van and from there, everything was ok, we enjoy each trip (fire flies, ostrich) etc. The tour guide and the driver were very nice and I like the stay at the Desaru Resort. I am looking forward to visit Desaru again, cause of the guide and the driver and I did tip them more than I was told to give in singapore. My mother and aunt were very impressed by their service too. The van was comfortable too. Most importantly, my son enjoy the trip so much!

Ms Jacqueline was very friendly and patient too. Pls convey my best wishes to Ms Jacqueline, Mr Jeffrey and Mr Johari at JB.

I was wondering if your agent arranges trip from Singapore to Desaru directly via land, I dont want to travel via sea anymore.

Thank you.

Rgds
Vicky