

## NATAS Outbound (Group) Customer Satisfaction Survey

**Please rate your satisfaction level  
in the following dimensions.....**  
Please circle your ratings :

		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA	Remarks (if any)
<b>Pre-tour</b>	1. Your travel booking experience	1	2	3	4	5	NA	
	2. Travel preparation instructions	1	2	3	4	5	NA	
	3. Travel information and updates	1	2	3	4	5	NA	
<b>Your tour</b>	4. Departure check-in/transit	1	2	3	4	5	NA	
	5. Surface transportation	1	2	3	4	5	NA	The hired car in Bagan broke down.
	6a. The <b>planned</b> (original) Itinerary	1	2	3	4	5	NA	Available flight schedules (both international and domestic) due to late notice/booking have caused the change in itinerary. *
	6b. The <b>actual</b> itinerary experienced	1	2	3	4	5	NA	
	7. Your accomodation	1	2	3	4	5	NA	
8. Meals provided	1	2	3	4	5	NA		
<b>Service Personnel</b>	9. Your Tour Leader	1	2	3	4	5	NA	
	10. Your Tour Guide (overseas)	1	2	3	4	5	NA	
<b>Overall</b>	11. The total experience	1	2	3	4	5	NA	
	12. Value-for-money	1	2	3	4	5	NA	Value-for-Money is low when you travel alone as I usually do. :)
	13. Will you travel travel with us again ? ( <b>Plse CIRCLE</b> )	Yes / <u>No</u> / Maybe						

Do you have some feedback or some experience you would like to share with us ?

**Compliments:**

I would like to commend **Ms. Samantha Lau** for the great efforts and attention that she gave for my recent trip to Myanmar.

I contacted your agency late and it was a peak season, too. I was worried because I am travelling alone and have independently booked a return ticket to Myanmar but don't have definite plans when I reach the country. My concern was solved when Pinnacle (c/o Samantha) took over and even arranged for my domestic flights to Bagan and Heho in Myanmar on a very late notice.

I think that Samantha is very consciencious of her job and wants total customer satisfaction. Thank you very much!

**Feedback:**

I was very satisfied with my local guides in Yangon and in Heho. The local guide in Bagan was not so well-versed or not not so good in communicating in English. The hired car in Bagan also ran out of battery in the afternoon, so my guide and I just walked the unpaved and very dusty busy road from the last place we visited to the hotel. It is good that I am fit and its just around 10 minutes so it is very manageable.

Overall, I am very satisfied with how the trip went and I would be happy to recommend you to my friends as well.

Name: Aileen V. Medina

Date: 26-Jan-12

**Thank you for taking time to give us your invaluable feedback**