

PINNACLE TRAVEL SERVICES PTE LTD

Customer Satisfaction Survey Form

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

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA
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			Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA	Remarks (if any)
Pre-Trip	1.	Ease of reaching us	1	2	3	4	5	NA	
	2.	Listening skill of our customer service agent	1	2	3	4	5	NA	
	3.	Understanding your needs and preferences	1	2	3	4	5	NA	
	4.	Enquiry handling and follow-up efficiency	1	2	3	4	5	NA	
	5.	Your booking experience with us	1	2	3	4	5	NA	
	6.	Travel documents briefing and standard	1	2	3	4	5	NA	
Your Trip	1.	Departure check-in / transit	1	2	3	4	5	NA	
	2.	Impression on meet & greet service on arrival	1	2	3	4	5	NA	We were greeted with bright smile and warmth from the tour guide. A bright start to the tour.
	3.	Surface transportation	1	2	3	4	5	NA	The private tour car was spacious, clean and comfortable. Well done.
	4a.	The planned (original) Itinerary	1	2	3	4	5	NA	
	4b.	The actual itinerary experienced	1	2	3	4	5	NA	We were brought to mini places that was out of the planned itinerary and that was refreshing.
	5.	Your accomodation	1	2	3	4	5	NA	Accomodation in Parapat & Barastagi was ok. We experienced some defaults with the supplies in the rooms though. Other than that, it was ok.
6.	Meals provided	1	2	3	4	5	NA		
Service Personnel	1.	Your tour leader (from Singapore)	1	2	3	4	5	NA	
	2.	Your tour guide (overseas)	1	2	3	4	5	NA	Ramli (tour guide's name) was friendly and easy to get-along with. Understand the limit knowledge of English, but he put in his effort to understand our needs and queries throughout the journey. Well done.
	3.	Your driver or coach captain	1	2	3	4	5	NA	
Overall	1.	The total experience	1	2	3	4	5	NA	
	2.	Value-for-money	1	2	3	4	5	NA	
	3.	Will you travel travel with us again ? (Plse CIRCLE)	Yes / No / <u>Maybe</u>						

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

Compliment :

Thumbs up for the tour guide in Medan, Ramli.

Feedback :

Suggest sourcing for better accomodation in Parapat and Barastagi. Hotel in Medan is good enough, except for the strong smoke smell in cafeterias and Hotel Lobby.

Name: Denise Lim
Date: 11th June 2012

Thank you for taking time to give us your invaluable feedback