

**PINNACLE TRAVEL SERVICES PTE LTD**

Customer Satisfaction Survey Form

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

		<i>Very dissatisfied</i>	<i>Dissatisfied</i>	<i>Neutral</i>	<i>Satisfied</i>	<i>Very satisfied</i>	<i>NA</i>	Remarks (if any)
<b>Pre-Trip</b>	1. Ease of reaching us	1	2	3	4	5	NA	4
	2. Listening skill of our customer service agent	1	2	3	4	5	NA	5
	3. Understanding your needs and preferences	1	2	3	4	5	NA	5
	4. Enquiry handling and follow-up efficiency	1	2	3	4	5	NA	5
	5. Your booking experience with us	1	2	3	4	5	NA	5
	6. Travel documents briefing and standard	1	2	3	4	5	NA	5
<b>Your Trip</b>	1. Departure check-in / transit	1	2	3	4	5	NA	5
	2. Impression on meet & greet service on arrival	1	2	3	4	5	NA	5
	3. Surface transportation	1	2	3	4	5	NA	5
	4a. The <b>planned</b> (original) Itinerary	1	2	3	4	5	NA	5
	4b. The <b>actual</b> itinerary experienced	1	2	3	4	5	NA	5
	5. Your accomodation	1	2	3	4	5	NA	5
<b>Service Personnel</b>	6. Meals provided	1	2	3	4	5	NA	5
	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	
	2. Your tour guide (overseas)	1	2	3	4	5	NA	
<b>Overall</b>	3. Your driver or coach captain	1	2	3	4	5	NA	
	1. The total experience	1	2	3	4	5	NA	5
	2. Value-for-money	1	2	3	4	5	NA	5
	3. Will you travel travel with us again ? (Plse CIRCLE) <b>Yes</b>							

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

**Compliment :** Thank you Sarah Ng. Much appreciated. You are well placed for your job.

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**Feedback :**

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Name: Leela George

Date: 13/11/15

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

**From:** Leela George Mathanool  
**Sent:** Friday, 13 November, 2015 3:27 PM  
**To:** Pinnacle Travel's Manager  
**Subject:** FW: Sales Service from Pinnacle Travel\_BF23452

Dear Cassandra,  
Thank you for your emails  
Please find attached my filled up Survey Form for your kind perusal.

Best regards,

**Leela George**  
Accounts Executive | Allen & Gledhill LLP

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