

**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	Remarks (if any)
<b>Pre-Trip</b>	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	
<b>Your Trip</b>	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	
	3. Surface transportation	1	2	3	4	5	NA	
	4a. The <b>planned</b> (original) Itinerary	1	2	3	4	5	NA	
	4b. The <b>actual</b> itinerary experienced	1	2	3	4	5	NA	
	5. Your accommodation	1	2	3	4	5	NA	Green Heaven Spa Hotel in
6. Meals provided	1	2	3	4	5	NA	Lunch at Hue home restaura	
<b>Service Personnel</b>	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	
	2. Your tour guide (overseas)	1	2	3	4	5	NA	Special mention to tour guide
	3. Your driver or coach captain	1	2	3	4	5	NA	
<b>Overall</b>	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) <b>Yes / No / Maybe</b>							

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

**Compliment :** It was a surprise tour for us visiting the colourful Hoi An in the night, Bana Hill is also very nice beyond what we expected. Tra  
Will probably drop Hue in the future as it is more of visiting historical sites. Would have added 1 more night in Hoi An instead

**Feedback :**

Name: Bernard Ng

Date: 21st Feb 2019

Thank you for taking time to give us your invaluable feedback

Hoi An - below 4 star standard- noisy fridge, aircon remote kept failing, bathtub badly designed with water flowin through the edges.  
nt below expected.

e Quang Anh from Hoi An Travel who conducted walking tour in Hoi An. Attentive and patient in explaining and introducing Hoi An.

velling to Hue on Sleeper bus is an experience for big size person like myself cramping into tiny slots in the bus for 3 hours!!!  
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