

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

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

**Compliment :** Selection of Golf Courses: Aquella is excellent condition. Loch Palm is average, some of green have patches and sandy> Red Mountain is above average  
Organisation and transfer of golf bags is smooth.

Overall, a good and happy experience with the group and met new friends. Let us know if there is a tour in cooler place like Chiangmai.

**Feedback :** First to come out of airport, last to leave. Need to wait for one person, who unfortunately golf bag did not arrive from Singapore.  
The allocated Van 9 Pinnacle was taken by another group, we have to squeeze into a smaller car. Was an uncomfortable ride.

The Lets Relax massage coupon need to book on internet which requires advance payment via Credit card. Some other guests manage to get Hotel Concierge to book

Name: \_\_\_\_\_

Date: \_\_\_\_\_

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

