

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)
1	2	3	4	5	NA	

		1	2	3	4	5	NA	5	
Pre-Trip	1. Ease of reaching us	1	2	3	4	5	NA	5	
	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	Excellent
	6. Travel documents briefing and standard	1	2	3	4	5	NA	4	
Your Trip	1. Departure check-in / transit	1	2	3	4	5	NA	5	Speedy
	2. Impression on meet & greet service on arrival	1	2	3	4	5	NA	5	Prompt Service
	3. Surface transportation	1	2	3	4	5	NA	5	On Time
	4a. The planned (original) Itinerary	1	2	3	4	5	NA	5	
	4b. The actual itinerary experienced	1	2	3	4	5	NA	5	
	5. Your accomodation	1	2	3	4	5	NA	5	Excellent
Service Personnel	6. Meals provided	1	2	3	4	5	NA	NA	
	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	NA	
	2. Your tour guide (overseas)	1	2	3	4	5	NA	NA	
Overall	3. Your driver or coach captain	1	2	3	4	5	NA	4	
	1. The total experience	1	2	3	4	5	NA	5	Great
	2. Value-for-money	1	2	3	4	5	NA	5	
	3. Will you travel travel with us again ? (Plse CIRCLE)	Yes / No / Maybe					Definitely		

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

Compliment : Thank you for all the arrangement
 All our passengers (10 pax) was very happy with the arrangement and want to make it as a quarterly weekend getaway

Feedback : No big issue :
 Pick up from BCC Hotel - Driver did not look for us at the lobby
 (we were at the lobby 20 mins before the pick up time - 11 am on 1st Feb 2015)

Name: Shirly Chong
 Date: 31st January to 1st February 2015

Thank you for taking time to give us your invaluable feedback

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