

**From:** nsleong@[REDACTED]  
**Sent:** Sunday, December 17, 2017 8:59 PM  
**To:** manager@pinnacle-travel.com  
**Cc:** Cheng  
**Subject:** Re: After Sales Service from Pinnacle Travel\_BF24433  
**Importance:** High

Dear Cassandra,

Our family and relatives of 14 people, booked a '8 days/7 nights West Taiwan Tour Package' with Pinnacle Travel Singapore.

We found ourselves having so much fun, laughter and happiness, almost throughout the whole tour.

The price of the tour was reasonable, and so were the hardworking and understanding staff at Pinnacle Travel. They listened to the needs of our young and old people in our private tour group when we shared with them our concerns esp room beddings (which wasn't given to our preference on our first night). Subsequently, all the rest of the days were well-planned and double checked by our Tour Guide Mr. Wang.

We applauded our Taiwan tour guide Mr. Wang, and driver Mr Tong for their constant care and concern for our young and old people in our group. Though the last few days, Mr Wang was feeling unwell (gastric trouble), he continued to serve us well throughout the whole trip. In the beginning of the trip, Mr. Wang has kindly bought a cake to celebrate my husband and bro-in-law's birthdays after our dinner at Tilun Donpu Spa hotel. We wanted to pay him for the cake but he turned us down. He finally accepted after our elderly Mother persuaded him too. He is well informed of the things going on in Taiwan, and we are thankful to have him as our tour guide.

We want to take this opportunity to thank Ye Rong and Pinnacle Travel for our satisfying and happy tour.

We will come back to you again for future tour plannings!

Warm regards,  
Sheena & families :D