

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)
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
	6. Travel documents briefing and standard	1	2	3	4	5	NA	5
Your Trip	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 planned (original) Itinerary	1	2	3	4	5	NA	5
	4b. The actual itinerary experienced	1	2	3	4	5	NA	5
	5. Your accommodation	1	2	3	4	5	NA	5
	6. Meals provided	1	2	3	4	5	NA	5
Service Personnel	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	NA
	2. Your tour guide (overseas)	1	2	3	4	5	NA	5
	3. Your driver or coach captain	1	2	3	4	5	NA	5
Overall	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) Yes							

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

Compliment : Compliment to your staff Miss Emily. She did a very good summary of the final itinerary

Feedback : _____

Name: Nelson Phang N K
 Date: 1.8.2019

Thank you for taking time to give us your invaluable feedback

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