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From: [Bobby Lim](#)

To: manager@pinnacle-travel.com

Sent: Tuesday, October 28, 2014 8:55 PM

Subject: Feedback on Services Provided for Dalian Golf Trip from 10-

Dear Pinnacle Travel,

The general feedback was that what was promised was delivered and standards in the area of transport (mini bus provided) and service provided by driver and guide were generally good. Miss Shi (Tesse) was attentive and receptive to our needs and demands.

The only thing that we could think of that perhaps could be done to make the "good" into "excellent" is that the use of the transport should end after our dinner. This is common for golfing tours in Thailand and China. It will enable us to explore dining options that were further from our hotel.

We look forward to next year where my group is interested in Korea-Jeju which your company had sent me some materials on it previously. Unfortunately it falls on the same week as our Dalian trip.

It was also a pleasure working with Cassandra on the preparations for this trip.

Regards,
Bobby Lim