

----- Original Message -----

**From:** [Ma Janise Ann Kabling Lalic \(BRC\)](#)

**To:** [manager@pinnacle-travel.com](mailto:manager@pinnacle-travel.com)

**Sent:** Wednesday, February 12, 2014 7:35 AM

**Subject:** after sales service

Hi,

The trip was great. I made the right decision on booking with Pinnacle. However, the language barrier in Bangkok was just too much. I was wondering if there is any chance that the staff be trained in English or may be a brochure should be available, so when you ask them what to see in a certain tour package, they can just let you read the brochure

Best Regards,  
Janise Lalic