

From: Josh Tay [mailto:████████@gmail.com]
Sent: Wednesday, January 11, 2017 12:47 AM
To: manager@pinnacle-travel.com
Subject: Re: After Sales Service from Pinnacle Travel_BF23984

Dear Cass,

Overall experience for the recent Lake Toba Medan trip was slightly more than just satisfactory because of the beautiful sceneries we were brought to.

Apart from that, I was a little held back when the 60+ years old driver told us that he was also our tour guide for that trip. English was not so good but sufficient to communicate and understand; along with some mixture of Malay though. He was a very pleasant guy though.

Thanks for the survey. Sorry to reply so late.

Best Regards
Josh Tay