

**From:** Lim Soon Huat [mailto: [REDACTED]@yahoo.com.sg]  
**Sent:** Tuesday, 16 February, 2016 4:50 PM  
**To:** manager@pinnacle-travel.com  
**Subject:** Re: After Sales Service from Pinnacle Travel\_BF23621

Good trip.

Was a little worried about the hotel from the forum in the internet but was surprise that the overall service is above our expectation.

Breakfast is good and I especially like the minced pork porridge which is very tasty.

Internet registration is fuss free and the speed is good even in our room.

Staff is courteous, polite and prompt in their service and their standard of English is acceptable.

Of course location of the hotel is excellent being walking distance to the night market and weekend market.

We found a Japanese restaurant within the hotel compound and it is good.

During the guided tour has no problem with food. Generally food is balanced except the Tom yam soup is not authentic enough. Only at the Butterfly Garden we found the Tom Yan soup is good. Rest probably watered down to cater to China tourist.

Tour guide is attentive and helpful and easy to get along. She knew her stuffs.

We especially like the elephant reserve trip and the White Temple at Chiang Rai.

However we did not join the short trip to Mymmar and Loas as we feel a 3 hours and 1.5 hour side trip is meaningless. Instead we take our time to relax and stroll around the shops and stalls.

Pinnacle staff has been helpful and patience with us during the selection of hotel and airline. We were kept fully informed about hotel availability due to the high session and various options were offered to us.

Lim Soon Huat

Lim Fee Swee

Sent from my iPad