

**PINNACLE TRAVEL SERVICES PTE LTD**

Customer Satisfaction Survey Form

Please rate your satisfaction level in the following dimensions.....  
Please circle your ratings :

		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA	Remarks (if any)
<b>Pre-Trip</b>	1. Ease of reaching us	1	2	3	4	5	NA	
	2. Listening skill of our customer service agent	1	2	3	4	5	NA	
	3. Understanding your needs and preferences	1	2	3	4	5	NA	
	4. Enquiry handling and follow-up efficiency	1	2	3	4	5	NA	
	5. Your booking experience with us	1	2	3	4	5	NA	
	6. Travel documents briefing and standard	1	2	3	4	5	NA	
<b>Your Trip</b>	1. Departure check-in / transit	1	2	3	4	5	NA	
	2. Impression on meet & greet service on arrival	1	2	3	4	5	NA	
	3. Surface transportation	1	2	3	4	5	NA	
	4a. The <b>planned</b> (original) Itinerary	1	2	3	4	5	NA	
	4b. The <b>actual</b> itinerary experienced	1	2	3	4	5	NA	
	5. Your accomodation	1	2	3	4	5	NA	
<b>Service Personnel</b>	6. Meals provided	1	2	3	4	5	NA	
	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	
	2. Your tour guide (overseas)	1	2	3	4	5	NA	
<b>Overall</b>	3. Your driver or coach captain	1	2	3	4	5	NA	
	1. The total experience	1	2	3	4	5	NA	
	2. Value-for-money	1	2	3	4	5	NA	
	3. Will you travel travel with us again ? (Plse CIRCLE)	Yes / No / Maybe						

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

**Compliment :** Special compliments to Sarah - who has been very helpful and patience in attending to my request. She has gone the extra miles in co-ordinating and ensuring all are in order for our trip.  
Also would like to extend my thanks to Chun Yee who has assisted us in the online check-in while Sarah is away.

**Feedback :** The half day tour in Bangkok was not so interesting mainly due to the leather goods and bee factory. All of us including those on the bus were seen to be very bored as the talk in the bee factory was extremely long and dull.

Name: Jennifer Woon (MP: 9040-4429)  
Date: 2 Jan 2014

Thank you for taking time to give us your invaluable feedback