

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

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

Compliment :

Ms Wat, our guide from Bangkok/Pattaya, was very professional and extrememly helpful. She goes out of her way to assist us in all our needs. She is the best guide I've had

Feedback :

Name: Geraldine Yan

Date: 6-Apr-15

Thank you for taking time to give us your invaluable feedback

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