

# 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				4		NA	
	2. Listening skill of our customer service agent				4		NA	
	3. Understanding your needs and preferences					5	NA	
	4. Enquiry handling and follow-up efficiency					5	NA	
	5. Your booking experience with us				4		NA	
	6. Travel documents briefing and standard				4		NA	
<b>Your Trip</b>	1. Departure check-in / transit					5	NA	
	2. Impression on meet & greet service on arrival				4		NA	
	3. Surface transportation				4		NA	
	4a. The <b>planned</b> (original) Itinerary				4		NA	
	4b. The <b>actual</b> itinerary experienced				4		NA	
	5. Your accomodation					5	NA	
	6. Meals provided			3			NA	
<b>Service Personnel</b>	1. Your tour leader (from Singapore)						NA	
	2. Your tour guide (overseas)				4		NA	
	3. Your driver or coach captain				4		NA	
<b>Overall</b>	1. The total experience				4		NA	
	2. Value-for-money				4		NA	
	3. Will you travel travel with us again ? (Plse CIRCLE)							<b>Maybe</b>

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

Compliment :

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Feedback :

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Name:

Jamie Reeves

Date:

2nd December 2015

Thank you for taking time to give us your invaluable feedback

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