

# 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	4
	2. Listening skill of our customer service agent	1	2	3	4	5	NA	4
	3. Understanding your needs and preferences	1	2	3	4	5	NA	4
	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	4
<b>Your Trip</b>	1. Departure check-in / transit	1	2	3	4	5	NA	4
	2. Impression on meet & greet service on arrival	1	2	3	4	5	NA	5
	3. Surface transportation	1	2	3	4	5	NA	4
	4a. The <b>planned</b> (original) Itinerary	1	2	3	4	5	NA	4
	4b. The <b>actual</b> itinerary experienced	1	2	3	4	5	NA	4
	5. Your accomodation	1	2	3	4	5	NA	3
6. Meals provided	1	2	3	4	5	NA	4	Quite home-cook st
<b>Service Personnel</b>	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	NA
	2. Your tour guide (overseas)	1	2	3	4	5	NA	4
	3. Your driver or coach captain	1	2	3	4	5	NA	4
<b>Overall</b>	1. The total experience	1	2	3	4	5	NA	4
	2. Value-for-money	1	2	3	4	5	NA	4
	3. Will you travel travel with us again ? (Plse CIRCLE)	Yes / No / Maybe			Yes			

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

**Compliment :** Friendly, experienced and thoughtful tour-guide cum driver.

Friendly hotel staff for all the hotels and resorts we stayed in during the trip.

Prompt following-up and pre-tour briefing given by staff of Pinnacle; Ms. Sarah in particular.

Very accomodating meals arranged for a vegetarian.

**Feedback :** Felt it would be better to still have a dedicated driver and a tour guide for the trip, as that would not leave us stranded if anytl

Patra Jasa Parapat Lake Resort's rooms could be more well managed in terms of hygiene. Noted that rooms' floors were not cl

We noted the hotels and resorts we stayed in seems to be frequented only by locals; especially the Grand Antares Hotel in Me

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Date: 11-Jan-17

Thank you for taking time to give us your invaluable feedback

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hing were to happen to the lone tour-guide cum driver.

leaned before our stay. There were litters under the beds.

dan. The local guests were rather noisy and rowdy in their rooms and they smoked in the rooms too.