

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)
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		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA	Remarks (if any)
Pre-Trip	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	
Your Trip	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 planned (original) Itinerary	1	2	3	4	5	NA	
	4b. The actual itinerary experienced	1	2	3	4	5	NA	
	5. Your accommodation	1	2	3	4	5	NA	
	6. Meals provided	1	2	3	4	5	NA	
Service Personnel	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	
	2. Your tour guide (overseas)	1	2	3	4	5	NA	
	3. Your driver or coach captain	1	2	3	4	5	NA	
Overall	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 : Mr Tian is accomodating and patient
 Mr Chef is skilful and make comfortable ride
 Mr Tian shared with us a new tip on taking Panaromic photos which all the guest felt thankful!

Feedback : Grand Tebu hotel some rooms dirty towels, leaking water basin(was fix after repor
 Best Western Hotel - fixture are old and a room has small cockroach on head board. Wardrobe need vanishing
 Grand Tebu hotel Breakfast - porridge and noodle soup too salty
 Best Western Hotel - Good breakfast spread

Name: Bernard Ng
 Date: 15th Nov 2018

Thank you for taking time to give us your invaluable feedback

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