

# 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 accommodation	1	2	3	4	5	NA	
6. Meals provided	1	2	3	4	5	NA		
<b>Service Personnel</b>	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	
<b>Overall</b>	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 :** Pinnacle Travel Services Pte Ltd provides excellent services to customer needs.

They are attentive, diligent, helpful and able to solve solutions quickly when customer query arises.

Most importantly, they provide with a very warm welcome friendly service to walk in customers which makes us comfortable and gives us a good impression of their good service.

We hope Pinnacle Travel Services Pte Ltd can continue to improve further to be even better and upkeep the good standards.

We enjoy our trip to Hong Kong & Macau.

**Feedback :** Suggestion: Need for some improvement on efficiency after customer booking on collecting ticketing so as customer can

have enough time to prepare before departure. Booking of Air tickets, hotels, hotel breakfast meals in Macau,

Turbo Jet tickets are excellent.

Name: Tan Chia Wei

Date: 24/01/2019

Thank you for taking time to give us your invaluable feedback

|