

**PINNACLE TRAVEL SERVICES PTE LTD**

Customer Satisfaction Survey Form

**Please rate your satisfaction level  
in the following dimensions.....**  
Please circle your ratings :

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

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

**Compliment :** Sarah was a patience lady who manage to amend and readjust the schedule to our needs without any complaint

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**Feedback :** N.A.

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Name: Chua Chow Hee

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Date: 21-Feb-14

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Thank you for taking time to give us your invaluable feedback