

From: Sony Wong [mailto:██████████@singnet.com.sg]

Sent: Wednesday, 21 November, 2018 8:48 PM

To: manager@pinnacle-travel.com

Subject: RE: After Sales Service from Pinnacle Travel_Wong Soong Ling Sony_Return Date: 19 Nov'18_BF25096

Hello Cass,

Hope all is well with you.

I have done both reviews on Google and FB 😊 Somehow the review on Google doesn't show up and I don't know why.

Anyhow, dropping you a personal note to say thanks again for arranging another awesome trip for my wife and I. The only little hiccup was the local transfer at Pattaya city and thanks to your prompt action it was sorted out quickly.

The hotel (Baraquada Hotel) location and service was good. The breakfast quality was of 5-star hotel standard albeit the selection was small, but we are old folks lah so can't eat much anyway haha! The room was big and the only negative feedback was the pillows... they kind of smell... we asked for a change of pillow the second night and the hotel even gave us extra pillow cases...hehehe

Laem Chabang course was challenging to play. My wife lost 6 balls and I lost a specific number of balls which I have since deleted this horrific experience from my memory...After the game we were seriously contemplating to buy extra balls since we recalled you mentioned Parichart is another ball trapping course. That said, it was a very fun course to play and the condition was very good. Caddies were also top class. At Siam Old course was a even better experience especially my wife is a LPGA fan so it was a dream for her to even walk the same cart path as some of the LPGA greats 😊 One thing to highlight is the caddies. They were super caddies not just because of their extensive experience of the course, but it was their service level and genuine attitude that made the play a lot more enjoyable especially since the course was crowded and we have to wait. Parichart was another unique experience. It was raw and untamed (next to tee box one can see bulldozer clearing the jungle...) but it was a course one needs to think and visualized before he/she swings. The club house was so-so (as you have cautioned us so we didn't expect much) and the caddies were also ok. If we are going to play again in Pattaya, we will probably skip Parichart.

My wife will be retiring beginning next year so we will have more time for golf vacations so guess who we will be calling soon 😊

Have a great day and thanks again for taking care of us.

Cheers!

Sony & Jennifer

Sent from [Mail](#) for Windows 10