

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)
1	2	3	4	5	NA	

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						

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

Compliment :

Feedback :

Name: Steven Chim

Date: 18th March 2019

Thank you for taking time to give us your invaluable feedback