

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) |
|--------------------------|--|-------------------|--------------|---------|-----------|----------------|----|---------------------|
| Pre-Trip | 1. Ease of reaching us | | | | | 5 | | |
| | 2. Listening skill of our customer service agent | | | | | 5 | | |
| | 3. Understanding your needs and preferences | | | | | 5 | | |
| | 4. Enquiry handling and follow-up efficiency | | | | | 5 | | |
| | 5. Your booking experience with us | | | | | 5 | | |
| | 6. Travel documents briefing and standard | | | | | 5 | | |
| Your Trip | 1. Departure check-in / transit | | | | | 5 | | |
| | 2. Impression on meet & greet service on arrival | | | | | 5 | | |
| | 3. Surface transportation | | | | | 5 | | |
| | 4a. The planned (original) Itinerary | | | | | 5 | | |
| | 4b. The actual itinerary experienced | | | | | 5 | | |
| | 5. Your accomodation | | | | | 5 | | |
| | 6. Meals provided | | | | | 5 | | |
| Service Personnel | 1. Your tour leader (from Singapore) | | | | | 5 | | |
| | 2. Your tour guide (overseas) | | | | | 5 | | |
| | 3. Your driver or coach captain | | | | | 5 | | |
| Overall | 1. The total experience | | | | | 5 | | |
| | 2. Value-for-money | | | | | 5 | | |
| | 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 : Sarah NG has been always supportive and prompt to reply. Her suggestions were of great value to me and my family.

Feedback : I have been engaging Pinnacle Travel for the last 4-5 years and recommended the agency to many people. I truly appreciate promptness to reply and friendly customer engagement.

Name: Aldin Aupetit

Date: April 22, 2014

Thank you for taking time to give us your invaluable feedback

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