

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	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	Same food	
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	Very good
	3. Your driver or coach captain	1	2	3	4	5	NA	Very good
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 with us again ? (Ple CIRCLE)	Yes / No / Maybe						

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

Compliment : Tour leader was knowledgeable, experience and provided us very good services. (Thumb up)

family was good by assisting me through out the booking. She was very helpful & knowledgeable.

Feedback : Hotel's room was good, but pillows case, bedsheet, cups all are very dirty. They have to improve.
As for meals, all time the same menu. Must improve. - Breakfast was lousy, cold and everyday the same menu.

Name: Flora Lee

Date: 12/9/19

Thank you for taking time to give us your invaluable feedback