

**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)
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<b>Pre-Trip</b>	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	
<b>Your Trip</b>	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 <b>planned</b> (original) Itinerary	1	2	3	(4)	5	NA	
	4b.	The <b>actual</b> itinerary experienced	1	2	3	(4)	5	NA	
	5.	Your accomodation	1	2	3	(4)	5	NA	
	6.	Meals provided	1	(2)	3	4	5	NA	DINNER had too much MSG
<b>Service Personnel</b>	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	
<b>Overall</b>	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 / No / (Maybe)							

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

**Compliment :**

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**Feedback :**

Meals for lunch and dinner were very similar, was hoping for a difference

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Name:

GENEVIEVE PAT JOEEE

Date:

13/10/15

Thank you for taking time to give us your invaluable feedback