

-----Original Message-----

From: Daniel Foo [mailto:██████████@hotmail.com]

Sent: Friday, 6 November, 2015 12:23 PM

To: manager@pinnacle-travel.com

Cc: Rupert Ng; ██████████@singnet.com.sg; Paul Wong

Subject: Golf Trip to Surabaya, 29 Oct.15 to 1 Nov. 15

Dear Cassandra,

Thank you for your email.

My feedback on the trip is accommodating as follows:

1. The overall services provided by your company are good. You and Sarah have been accommodating and responsive in our requests and needs relating to our travel plans.
2. Mr Joko (the guide) and Arto (driver) in Surabaya were very punctual and helpful. Their services were generally excellent. Joko has good knowledge of the local history and geography, He can speak some working English fairly well, though not on sophisticated subjects.
3. In regard to Hotels, Mercure Mirama in Surabaya is good and as expected of a four star hotel. But the Taman Dayu resort is slightly below our expectation. There is inadequate supply of shower gel and hair shampoo for our twin sharing room (only one small tube each for showering and hair shampoo for all our rooms).
4. The golf courses, Taman Dayu and Finna Golf resort , are good and we enjoyed playing there.

Overall our trip is a memorable one. We will certainly seek your services again should we travel for another golf trip.

Thank you.

Regards

Daniel Foo J F