## PINNACLE TRAVEL SERVICES PTE LTD

Customer Satisfaction Survey Form | Very dissortistied | Very satistica Dissalistied Satisfied Neufral Please rate your satisfaction level Remarks in the following dimensions..... ₹ (if any) Please circle your ratings: Pre-Trip 1. Ease of reaching us 1 2 5 NA 5 2. 2 3 4 NA Listening skill of our customer service agent 1 3. 5 1 2 3 4 NA Understanding your needs and preferences 2 3 5 NA 4. Enquiry handling and follow-up efficiency 1 4 5 5. 2 3 4 5 Your booking experience with us 1 NA 5 1 2 3 4 5 NΑ 6. Travel documents briefing and standard **Your Trip** 1. Departure check-in / transit 1 2 3 4 5 NA na 2 5 3 4 NA 2. Impression on meet & greet service on arrival 1 3. 1 2 3 4 5 Surface transportation NA 2 5 3 4 NA 4a. The **planned** (original) Itinerary 1 5 2 3 5 4b. The **actual** itinerary experienced 1 4 NA 5 5. Your accomodation 1 2 3 5 4 NA 2 5 1 3 4 NA Meals provided na Service 2 3 5 1. Your tour leader (from Singapore) 1 4 NA na Personnel 2. 2 3 4 5 NA Your tour guide (overseas) 1 na 3. 2 3 4 5 1 NA Your driver or coach captain Overall 1. The total experience 2 3 5 NΑ 1 4 2. 2 5 3 4 NA 3 Value-for-money 3. Will you travel travel with us again ? (Plse CIRCLE) Yes / No / Maybe yes

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

Compliment :	The driver sending us back to HKIA from Shajing hotel taking the highway S3 that avoid most traffic is a plus point .
Feedback :	The driver in china do not have any info on the next day driver arrangement need to improve and planned so to ease our mine
	and keep us informed well in advance to cater for any change of plan by us if needed.
Name:	John Tan
Date:	4/2/2017