

PINNACLE TRAVEL SERVICES PTE LTD

Customer Satisfaction Survey Form

Please rate your satisfaction level
in the following dimensions.....

Please circle your ratings :

		<i>Very dissatisfied</i>	<i>Dissatisfied</i>	<i>Neutral</i>	<i>Satisfied</i>	<i>Very satisfied</i>	<i>NA</i>	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	
Service Personnel	6. Meals provided	1	2	3	4	5	NA	
	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	
	2. Your tour guide (overseas)	1	2	3	4	5	NA	
Overall	3. Your driver or coach captain	1	2	3	4	5	NA	
	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 ? (Plse CIRCLE)	Yes / No / Maybe						

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

Compliment : A big thank you to Cass for her patience with us, especially with our change of dates. Thanks to Wendy for all the administrative correspondance.

Feedback :

Name:

Date:

Thank you for taking time to give us your invaluable feedback