

From: Lim Selina [mailto:██████████@gmail.com]
Sent: Wednesday, 2 January, 2019 11:18 PM
To: manager@pinnacle-travel.com
Subject: Re: After Sales Service from Pinnacle Travel_Lim Lay Cheng Selina_Return Date: 27 Dec'18_BF24956

Dear Cass,

Thank you for making our family trip a memorable and pleasant experience.
Below are details of my compliments.

Once again, Pinnacle Travel is our family of choice because it delivers Flexibility, Customised and Quality Service. It allows us to plan our own itineraries, take note of our requests and listen to our concern.

Cass (manager in charge) also ensured that instructions were given to the local tour agency so that things would run smoothly.

We were blessed to have Joy as our tour guide during the trip in Bangkok and Khaoyai. She was eloquent and could speak mandarin and English well. Joy was also professional and jovial. She treated us like 'her family', provided good advice to our itineraries request. Dinner at happiness guest house and Nikuya buffet were excellent. We were being treated like VIP service over in Thailand.

Joy was attentive, caring and efficient especially in taking care and considering the needs and safety of my youngest daughter and my elderly mom. She was efficient in organising and planning the routes well despite the challenges of long queue at dreamworld, full booking at farm Chok Chai restaurant and bad traffic jam in Bangkok.

Van transport was in good condition and driver was experienced and attentive to our needs during the journey, in every pick up and alighting.

Overall, and on behalf of my family of eight, our trip was tremendous and it had met beyond our expectations. Thank you for making our family trip such a memorable and enjoyable experience!

I would not hesitate to recommend for those who prefers quality and excellent service, there is none other than Pinnacle Travel.

Thumbs up! Thank you!

Regards

Selina and family 