

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)
Pre-Trip	1. Ease of reaching us	1	2	3	4	5	NA	4
	2. Listening skill of our customer service agent	1	2	3	4	5	NA	4
	3. Understanding your needs and preferences	1	2	3	4	5	NA	4
	4. Enquiry handling and follow-up efficiency	1	2	3	4	5	NA	4
	5. Your booking experience with us	1	2	3	4	5	NA	4
	6. Travel documents briefing and standard	1	2	3	4	5	NA	5
Your Trip	1. Departure check-in / transit	1	2	3	4	5	NA	4
	2. Impression on meet & greet service on arrival	1	2	3	4	5	NA	5
	3. Surface transportation	1	2	3	4	5	NA	4
	4a. The planned (original) Itinerary	1	2	3	4	5	NA	4
	4b. The actual itinerary experienced	1	2	3	4	5	NA	4
	5. Your accomodation	1	2	3	4	5	NA	4
Service Personnel	6. Meals provided	1	2	3	4	5	NA	4
	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	4
	2. Your tour guide (overseas)	1	2	3	4	5	NA	4
Overall	3. Your driver or coach captain	1	2	3	4	5	NA	4
	1. The total experience	1	2	3	4	5	NA	4
	2. Value-for-money	1	2	3	4	5	NA	4
	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 : This was our first overseas staff trip organised, and Pinnacle Travel helped to make it a successful and memorable one. Sarah was most considerate to all our staff, and even captured our happy times together in video which came to good use. Sarah and the Indonesian agent shown concerns to the older members and kept close tabs to ensure that they could handle the strenous 10km water rafting activity and had fun. The team building programme by Mega Rafting was well-planned, venue was good, just right after the rafting, and we enjoyed them.

Feedback : Dinner at the beach fell short of expectations. Dinner at Pawon Pasundan was great. Hotel stay at Adhi Jaya was clean & quiet.

Name: Rosalind Leong-Lim (Mrs)

Date: 30/4/2014

Thank you for taking time to give us your invaluable feedback

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