

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 | |
| | 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 accomodation | 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 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 : My holiday in Bintan Lagoon went well.

Feedback :

Name: Roy Lim

Date: 12 / 2 / 14.

Thank you for taking time to give us your invaluable feedback