

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	
	6. Meals provided	1	2	3	4	5	NA	
Service Personnel	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	
	2. Your tour guide (overseas)	1	2	3	4	5	NA	
	3. Your driver or coach captain	1	2	3	4	5	NA	
Overall	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							

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

Compliment : As our trip comes to an end, i would just like to drop a short note to thank you all for the good service. Although it was a 10 hour bus ride from Singapore to Penang, the two bus drivers (Husaini and his co-driver) ensured that we travelled at a safe speed and were always punctual in picking us up throughout the trip. The tour guide (Winson) is knowledgeable, entertaining and brought us much fun and laughter. All in all, we are pleased with the service provided and we look forward working with you all again in the future. Cheers!

Feedback :

Name: SMU International Connections - Truly Malaysia
Executive Committee 2014

Date: 1/5/2014

Thank you for taking time to give us your invaluable feedback

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