

PINNACLE TRAVEL SERVICES PTE LTD

Customer Satisfaction Survey Form

		Please rate your satisfaction level in the following dimensions..... Please circle your ratings :							Remarks (if any)	
		Very	Diss	Neut	Sati	Very	NA			
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	4	
Your Trip	1.	Departure check-in / transit	1	2	3	4	5	NA	na	
	2.	Impression on meet & greet service on arrival	1	2	3	4	5	NA	3	
	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	na	
	1.	Your tour leader (from Singapore)	1	2	3	4	5	NA	na	
	2.	Your tour guide (overseas)	1	2	3	4	5	NA	na	
	3.	Your driver or coach captain	1	2	3	4	5	NA	1	2nd driver was ok
Overall	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 :

Good attitude and fast response.

Feedback :

Takes complaint seriously and resolved swiftly.

Name:

soh chee hoon

Date:

11/30/2015

