

**Compliments:**

I would like to commend **Ms. Samantha Lau** for the great efforts and attention that she gave for my recent trip to Myanmar.

I contacted your agency late and it was a peak season, too. I was worried because I am travelling alone and have independently

booked a return ticket to Myanmar but don't have definite plans when I reach the country. My concern was

solved when Pinnacle (c/o Samantha) took over and even arranged for my domestic flights to Bagan and Heho in Myanmar on a very late notice.

I think that Samantha is very consciencious of her job and wants total customer satisfaction. Thank you very much!

**Feedback:**

I was very satisfied with my local guides in Yangon and in Heho. The local guide in Bagan was not so well-versed or not

not so good in communicating in English. The hired car in Bagan also ran out of battery in the afternoon, so my guide and I just walked the

unpaved and very dusty busy road from the last place we visited to the hotel. It is good that I am fit and its just around 10 minutes so it is very

manageable.

Overall, I am very satisfied with how the trip went and I would be happy to recommend you to my friends as well.

Name:

Aileen V. Medina

Date:

26-Jan-12