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**From:** Shaly

**To:** Pinnacle Travel's Manager

**Sent:** Tuesday, April 17, 2012 12:03 AM

**Subject:** Re: After Sales Service from Pinnacle Travel\_BF20291

Dear Cassandra,

Firstly, I would like to say a big thanks to Samantha for her patience and great assistance for my group tour to Bandung not long ago. As this was my first time ever making an arrangements for organising such a large group, and I was quite nervous and worried but everything worked out really well.

The flight, food and the tour guides (bus & private car for the elderly couples) was all good, friendly and helpful. The hotel rooms were comfortably nice especially when ours (boss & mine) got upgraded to deluxe rooms.

However, we didn't managed to visit all shops as stated in our itinerary planner due to massive traffic jam during holiday period, but nevertheless, we had splurged most of our cash at Rumah Mode! Awesome!! :))

Overall, on behalf of my group, we all had fun and appreciate your excellent efforts in putting this together for our group tour. Thank you once again.

Sincerely,  
Shaly