

**From:** Mr Guo Xiangen  
**Sent:** Thursday, 11 June 2026 11:36 pm  
**To:** manager@pinnacle-travel.com  
**Subject:** New Post Trip Feedback

Dear Pinnacle Travel Sales Team,

A new post-trip feedback is received.

Your Name *	Mr Guo Xiangen
Your Booking Number (Pro-forma Invoice)	BF27149
Your Trip Travel Date	5 June 2026 to 8 June 2026
Your Overall Experience	Very Good (4.5 stars out of 5 stars)
Singapore Service Staff	Jin Yu was wise and timely in choosing the best plane, plane window seats and hotel for me.
Overseas Tour Guide / Service Staff	
Accommodation	New Blanc Central Myeongdong staff gave me a keycard for my hotel room instead of a QR code for the lift to my hotel room level. Thank you for the great convenience. The hotel was near Myeongdong and near the subway station exit, so it was convenient for me. Besides, the hotel was located in a more serene place which is not crowded.
Transport / Logistics	Korean Air was still the best, given her bigger and more comfortable seats. The airport transfer driver from Incheon Airport T2 to my hotel on 5 June, could not speak basic English. However, he did a good job by responding promptly to my text message and replacing himself with another driver from my hotel back to Incheon Airport T2 on 8 June. This is the clear professional attitude of native Korean drivers (I encountered a very good one in my first trip in 2023) as compared to Chinese drivers I encountered in 2024 and 2025.
Tour Itinerary	
Value for Money	The package was reasonably affordable and cost 2,258 SGD. Keep it that way or around this figure.
Other highlights, concerns or suggestions to help us improve	