

From: Ms Adelene Ong
Sent: Monday, 6 October 2025 8:17 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 *	Ms Adelene Ong
Your Booking Number (Pro-forma Invoice)	
Your Trip Travel Date	20 Sep to 25 Sep 2025
Your Overall Experience	Fantastic
Singapore Service Staff	Cass and team very responsive and organised
Overseas Tour Guide / Service Staff	Hanoi Tour Guide Hero Hung is fantastic. He took good care of us. Bring us to places with good food.
Accommodation	Movenpick Living West was fantastic. Rooms are big. Bigger than 32 Sqm. Very clean bathroom and comfortable bed with very clean sheets. Good soundproofing between rooms. TV has golf channel! Breakfast was good. Hotel service staff very polite.
Transport / Logistics	Good
Tour Itinerary	Good
Value for Money	Good
Other highlights, concerns or suggestions to help us improve	