

**PINNACLE TRAVEL SERVICES PTE LTD**

Customer Satisfaction Survey Form

Please rate your satisfaction level in the following dimensions.....  
Please circle your ratings :

		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA	Remarks (if any)
<b>Pre-Trip</b>	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	5
	5. Your booking experience with us	1	2	3	4	5	NA	5
	6. Travel documents briefing and standard	1	2	3	4	5	NA	4
<b>Your Trip</b>	1. Departure check-in / transit	1	2	3	4	5	NA	4
	2. Impression on meet & greet service on arrival	1	2	3	4	5	NA	4
	3. Surface transportation	1	2	3	4	5	NA	5
	4a. The <b>planned</b> (original) Itinerary	1	2	3	4	5	NA	4
	4b. The <b>actual</b> itinerary experienced	1	2	3	4	5	NA	4
	5. Your accommodation	1	2	3	4	5	NA	4
6. Meals provided	1	2	3	4	5	NA	4	
<b>Service Personnel</b>	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	NA
	2. Your tour guide (overseas)	1	2	3	4	5	NA	5
	3. Your driver or coach captain	1	2	3	4	5	NA	5
<b>Overall</b>	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 with us again ? <b>(Plse CIRCLE)</b>	<b>Yes</b>						

Do you have some feedback or some experience you would like to share with us ?

**Compliment :** The whole trip was very satisfactory as the Chauffeur Gaurd covered all the planned itinerary with flexibility  
Ara;iya Red Hotel comes with natural fresh air instead of airconditioning, and we dinned in a big glomour hall with live music  
The 4-star Mount Lavinia Beach Hotel was nice with a quiet beautiful private beach, a distance closed by was the the public beach with lively activities by the locals, We experienced 2 different 'world' at the 2 beaches.  
We loved and enjoyed the Train ride to Nuwara Eliya.

**Feedback :** The Jeep Safari journey was bmpy and thrilling but an eagle ,a peacock and mostly elephants were seen, very different from the description in your iitinerary .  
The Ramboda Falls was seen from far distance of a viewing point station which was the same as viewing it on the train ride.  
I was expected we will stop at the foot of the Falls,

Name: Christine Ang  
Date: 08/04/2024

**Thank you for taking time to give us your invaluable feedback**