

**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	
	2. Listening skill of our customer service agent	1	2	3	4	5	NA	
	3. Understanding your needs and preferences	1	2	3	4	5	NA	
	4. Enquiry handling and follow-up efficiency	1	2	3	4	5	NA	
	5. Your booking experience with us	1	2	3	4	5	NA	
	6. Travel documents briefing and standard	1	2	3	4	5	NA	
<b>Your Trip</b>	1. Departure check-in / transit	1	2	3	4	5	NA	
	2. Impression on meet & greet service on arrival	1	2	3	4	5	NA	
	3. Surface transportation	1	2	3	4	5	NA	
	4a. The <b>planned</b> (original) Itinerary	1	2	3	4	5	NA	
	4b. The <b>actual</b> itinerary experienced	1	2	3	4	5	NA	
	5. Your accommodation	1	2	3	4	5	NA	
	6. Meals provided	1	2	3	4	5	NA	
<b>Service Personnel</b>	1. Your tour leader (from Singapore)	1	2	3	4	5	NA	
	2. Your tour guide (overseas)	1	2	3	4	5	NA	
	3. Your driver or coach captain	1	2	3	4	5	NA	
<b>Overall</b>	1. The total experience	1	2	3	4	5	NA	
	2. Value-for-money	1	2	3	4	5	NA	
	3. Will you travel travel with us again ? (Pise CIRCLE)	Yes / No / Maybe						

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

**Compliment :** Jin Yu - responded well and prompt to our queries and needs

Mr Guan - limited English but we were able to communicate and understood each other. He went out his way. He obliged when we added a few more places during our free time (with additional charge for transportation)

**Feedback :**

For Muslim pax - have a list of halal restaurants - seafood in each area - Georgetown, Batu Ferringi etc. We had difficulty in locating halal food besides fast food. ( Cause we were not accustomed to their side make shift stalls - its cleanliness) But the one at Batu Feringgi Pasar Malam - Good.

Art Padi Field was a wasted journey. Should coincide with the padi season. It was just an empty field with a container.

Waterfall - we skipped as its almost dried up - possible due to weather.

Suggestion: Drive on the 2nd day to the east side was good. Possible to source for a kampong setting house for viewing for others to experience its life style - since it's a malay populated area. Another - a fishing site to show how its done etc.

Add information for pax to view/use during free times:

Halal eateries, available service - charter of van, and driver, places of interests to choose

Hotel late extension : first hour is free and 2nd hr we paid M\$32

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Added sites :

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Floating mosque - needs to tie in with the tides

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Penang coffee factory - we only saw its products, and bought. Would be nice to see its production (if there is one)

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Penang Hill - if included, at least 2/3 hours for sightseeing

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Shopping itinerary - Gurney Plaza, Komtar

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Nutmeg - we went to the shop - would love to see its works

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Name: Mdm Hernie Lim

Date: 4th - 7th March

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