

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ALL

Which aspect of your stay was least enjoyed? NONE

How do you rate the overall product on a value for money basis? 10/10

Will you be considering a further visit with Manor Adventure? YES ASAP

Have you any further general comments which you feel would be useful to us?

NO

Where did you hear of Manor Adventure? RETURNING CUSTOMER

What were the reasons for choosing Manor Adventure? GREAT FACILITIES

Which centre did you visit last year? SHROPSHIRE

What other visits does your school organise?

SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: Name:

Address: Address:

manor adventure

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COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure

We hope you have enjoyed your visit with us



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: ABERNANT DATES: 18-22/10
NAME OF ACCOMMODATION: MANOR

Please score on the following basis if not making any comment:
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? YES

How could we improve our website, www.manoradventure.com?
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If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? YES

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: GREAT Fire Drill: GREAT

Room Allocation: GREAT Introductory Talk: GREAT

SECTION 3: Centre Facilities:

Pupil Accommodation: GREAT Teacher Accommodation: FANTASTIC

Washing & Toilet Facilities: AMAZING .. Cleanliness / Hygiene: THE BEST

The Grounds: BEAUTIFUL Catering: AMAZING

Were there any accommodation problems? NONE

Standard of cleanliness / tidiness? (teacher & pupil) GOOD

Standard of Furnishing? GOOD

SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? MORE THAN

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 10/10 Professional: 10/10

Which Instructors were motivating / clear / enthusiastic?

GREAT ALL

How do you rate the outdoor pursuits? 10/10

How do you rate the outdoor pursuit equipment? 10/10

What were your pupil's favourite outdoor pursuits? ZIP WIRE

BIVOUAC

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO

Do you have any suggestions on how we could improve our product or outdoor pursuits?

ALL PERFECT