

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: 8-10th July .....  
NAME OF ACCOMMODATION: ..... Abernant lake hotel .....

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? 3

How could we improve our website, www.manoradventure.com?

More informative for parents

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? TEAMS (virtual)

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1 - understanding

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? 1

### SECTION 2: Arrivals

General Welcome: 2 ..... Fire Drill: 1 .....

Room Allocation: 2 ..... Introductory Talk: 3 .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2.5 ..... Teacher Accommodation: 3 .....

Washing & Toilet Facilities: 2 ..... Cleanliness / Hygiene: 2 .....

The Grounds: 1 ..... Catering: 3 .....

Were there any accommodation problems? Bed sheets on childrens beds both not in all rooms, hand soap

Standard of cleanliness / tidiness? (teacher & pupil) 1, clean and tidy

Standard of Furnishing? 3, dated

### SECTION 4: Meals

Were the meals of an adequate standard? Yes, but could be more child friendly (3)

Was there enough to eat? Yes (1)

Was the food served promptly? Yes (1)

Were all dietary requirements catered for? Yes (1)

How do you rate the packed lunches? N/A

Any other comments? N/A

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 ..... Professional: 1 .....

Which Instructors were motivating / clear / enthusiastic?

James, Dylan, Lewis, Peter, Paul, Afi

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 3 (bows broken, ladders hard for some children to climb on zipwire)

What were your pupil's favourite outdoor pursuits? Crate stacking, zip wire (if they could get up)

Are there any new outdoor pursuits you would like Manor Adventure to offer? Geocaching, better water area,

Do you have any suggestions on how we could improve our product or outdoor pursuits? more team activities for involvement

