

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: 15/11 - 17/11
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

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

If you had a visit from one of our School Journey Advisors:

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

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: 2 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 1 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? No.

Standard of cleanliness / tidiness? (teacher & pupil) 2 - could have done with some hand soap wash in bathrooms.

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 3

Was there enough to eat? 1

Was the food served promptly? 1 - Staff were lovely.

Were all dietary requirements catered for? 1 - Yes, very knowledgeable of allergens.

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? Yes - excellent.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2 - Some pieces of equipment could do with updating.

What were your pupil's favourite outdoor pursuits? Blind Trail.

Are there any new outdoor pursuits you would like Manor Adventure to offer?

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? The activities - kayaking, blind trail.

Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure? Yes - already booked.

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

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? Abernant.

What other visits does your school organise? Llangrannog, Gwersyl yr Urdd, Caerdydd Cardiff.

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:



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
Telephone: 01584 861333 Website: www.manoradventure.com

School...

ate.....15th 17th Nov.....

NAME	FORM SEEN	ACTION/COMMENTS
Peter Griffiths	<i>[Signature]</i>	
Grace Hurley	<i>[Signature]</i>	
Dewi Jones	<i>[Signature]</i>	
Andy Gibson	<i>[Signature]</i>	
Carol Evans	<i>[Signature]</i>	
Josh Hughes		
Emailed to Caroline		
Emailed school google review link		
Ebony Halliwell		



for
Culmington Manor, Shropshire
Lockerbie Manor, Scotland
Abernant Lake Hotel, Wales
Willersley Castle, Peak District
Norfolk Lakes, Norwich

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

Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

