

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 Lakes DATES: 25 - 29 September
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? (2)

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

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

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? (2)

Operations (Rooming, outdoor pursuit programmes, support)? (2)

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: (2) Fire Drill: (1)

Room Allocation: (1) Introductory Talk: (1)

SECTION 3: Centre Facilities

Pupil Accommodation (2) Teacher Accommodation: (2)

Washing & Toilet Facilities: (2) Cleanliness / Hygiene: (3)

The Grounds: (1)

Were there any accommodation problems? - No - not at all

Standard of cleanliness / tidiness? (teacher & pupil) (2)

Standard of Furnishing? (3) Bit worn and tired.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? (1)

Was there enough to eat? (1)

Was the food served promptly? (1)

Were all dietary requirements catered for? (1) Very accomodating

How do you rate the packed lunches? - not tried yet.

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

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

How do you rate the Centre Staff / Instructors?

Helpful: (1) Professional: (2)

Were the Instructors motivating / clear / enthusiastic? (1) - Yes, very much so

How do you rate the outdoor pursuits? (1)

How do you rate the outdoor pursuit equipment? (1)

What were your pupil's favourite outdoor pursuits? lake activities, abseiling, zip wire, disco

Are there any new outdoor pursuits you would like Manor Adventure to offer? axe-throwing, playground for free time

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