

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 LAKE DATES: FRIDAY 26TH - 28TH
NAME OF ACCOMMODATION: MANOR PARK.

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: Fire Drill: } Excellent.

Room Allocation: Introductory Talk:

SECTION 3: Centre Facilities

Pupil Accommodation: Very Good Teacher Accommodation: Very Good.

Washing & Toilet Facilities: Good Cleanliness / Hygiene:

The Grounds: Excellent

Were there any accommodation problems? Showers not working and not hot.

Standard of cleanliness / tidiness? (teacher & pupil)

Very Good

Standard of Furnishing?

Good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Breakfast - excellent
lunch - excellent
dinner NO - need more child

friendly options

Was there enough to eat? Not

Was the food served promptly?

Were all dietary requirements catered for?

How do you rate the packed lunches?

Any other comments? Provide options that are more

child friendly - e.g chips, nuggets,
fish fingers.

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: Professional:

Were the Instructors motivating / clear / enthusiastic? Nearly all were
excellent.

How do you rate the outdoor pursuits?

How do you rate the outdoor pursuit equipment?

What were your pupil's favourite outdoor pursuits? Abseiling / climbing

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

Zip line

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

More time in between activities to
rest / free time.
Shorten sessions if needed.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Dinner time*

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

Will you be considering a further visit with Manor Adventure? *Yes*

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

Where did you hear of Manor Adventure? *2nd visit*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *Same*

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:



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

School: Date: *26th - 28th*

NAME	FORM SEEN	ACTION/COMMENTS
	✓	
	✓	



- 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

