

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

SCHOOL: 1 PARTY LEADER:
CENTRE: CULMINGTON MANOR DATES: 10th - 12th Feb
NAME OF ACCOMMODATION: The Mews

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? Didn't use it

How could we improve our website, www.manoradventure.com?
Didn't use it.

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)? 1 - Jane is great.

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

Preview visit to the centre? No

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 2 Catering: 1

Were there any accommodation problems? No

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

Standard of Furnishing? 3

SECTION 4: Meals

Were the meals of an adequate standard?

1 The meals were of an excellent standard

Was there enough to eat?

1 Yes

Was the food served promptly?

1 Yes

Were all dietary requirements catered for?

1 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: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Oscar, Henry, Sally, John, Daz,
Michael,

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?

Low ropes, rifle shooting, IE's, bouldering

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

crate stacking

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?

Restaurant and food,
(much improved decor)

Which aspect of your stay was least enjoyed?

The Archery field,

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

The Bargain Special is excellent value for money

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?

- ✓ light outside menus if possible
- ✓ Clear grates if possible
- ✓ Sweep leaves.
- ✓ re paint yellow lines

Where did you hear of Manor Adventure? previous visits.

What were the reasons for choosing Manor Adventure?

previous visits.

Which centre did you visit last year? Culmington Manor

What other visits does your school organise?

Hathersage - 1 week - Y3/Y4

Carsington 3 days - camping - Y6

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