

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: MANOR ADVENTURE DATES: 5-8 MAY 2012
NAME OF ACCOMMODATION: WOODLAND

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? NOT SURE AS IT HAS ALL INFORMATION REQUIRS

If you had a visit from one of our School Journey Advisors: THIS WAS IN 2010

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

How professional was the Presentation Evening? HE CAME TO US

How did you rate our pre-visit administration? EXCELLENT!!

Customer Services (Bookings, payments, support)? EXCELLENT!!

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

Preview visit to the centre? EXCELLENT - DAVE SWANSON, MICHAEL + HIS FATHER AND WIFE + ALL NEEDED WERE DISCUSSED. ALL CONCERNS ADDRESSED.

SECTION 2: Arrivals

General Welcome: EXCELLENT AS ALWAYS Fire Drill: THE STAFF WERE ASKED TO STAY

Room Allocation: EXCELLENT ALL SORTS PRIOR TO ARRIVAL Introductory Talk: EXCELLENT

SECTION 3: Centre Facilities

Pupil Accommodation: EXCELLENT - ALL STAYED Teacher Accommodation: EXCELLENT - COMFY, CLEAN

Washing & Toilet Facilities: EXCELLENT Cleanliness / Hygiene: EXCELLENT

The Grounds: LOTS OF SPACE, SOME OF WHICH IS DISABLED LEARNERS, CLEAN + TIDY

Were there any accommodation problems? NO

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

Standard of Furnishing? COMFY, LOTS OF TEA + COFFEE ETC. FEELING SPIRITS
EXCELLENT OVERALL

SECTION 4: Catering / Meals

Were the meals of an adequate standard? YES, NEARLY EVERYTHING WAS DELICIOUS EXCELLENT!!

Was there enough to eat? PLENTY - YOU NEED TO EAT!!

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments? LOT OF CHOICE AND WELL COOKED / BALANCED MEALS WHICH WERE TASTY AND FILLING. THIS TOGETHER WITH HELPFUL TRIPPING STAFF MAKES MEAL TIMES A JOY!

SECTION 5: Centre Staff & Outdoor Pursuits

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

YES - BOTH ANDREW + DAVID

How do you rate the Centre Staff / Instructors?

Helpful: EXCELLENT - NOTHING A PROBLEM ASKED Professional: EXCELLENT - THOROUGH

Were the Instructors motivating / clear / enthusiastic? YES - REALLY ENCOURAGED SOME OF OUR CONCERNED LEARNERS TO ACHIEVE THEIR GOALS AND THE LEARNERS DID

How do you rate the outdoor pursuits? EXCELLENT - WOULD BE SOME CHALLENGES SUCH AS AXE THROWING

How do you rate the outdoor pursuit equipment? EXCELLENT - ITS AN OVERALL PACKAGE OF THE CENTRE, EQUIPMENT AND STAFF

What were your pupil's favourite outdoor pursuits?

AXE THROWING WAS A SUCCESS, AND ABSEIL AND OBSTACLE COURSE BUT ALL ACTIVITIES WERE ENJOYED

Are there any new outdoor pursuits you would like Manor Adventure to offer? NOT AT THIS TIME

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

NOT AT THIS TIME - THE CENTRE AND STAFF ARE ALL HELPFUL, FRIENDLY, ENCOURAGING, COMPASSIONATE AND ENJOY A LAUGH. IT MAKES OUR VISIT WITH THE LEARNERS A PLEASURE AND THE LEARNERS ENJOY THE INTERACTION WITH THE STAFF.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The presentation of staff (all staff) and the facilities. A fantastic location (ever when used) that is not to enjoy.*

Which aspect of your stay was least enjoyed?

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

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?

By any company bigger than is staff and here they are all excellent. The facilities are first rate and the food is plentiful and good. Keep up the good work!!

Where did you hear of Manor Adventure? *Research book in 2018*

What were the reasons for choosing Manor Adventure? *The experiences offered for our learners.*

Which centre did you visit last year? *Culmington Manor*

What other visits does your school organise? *Various museum and one day visits depending on course. My course needs a residential visit to lots of*

outdoor activities. I am trying to increase numbers by talking to other boys about careers coming along when we visit. I feel that the experiences are excellent for young & older people.

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? *No at present.*

Name: *[Signature]* Name:

Address: Address:



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manor adventure

COURSE REPORT FORM

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

