

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: Shropshire DATES: 16-20th Oct
NAME OF ACCOMMODATION:

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: Fantastic Fire Drill: Fantastic

Room Allocation: Fantastic Introductory Talk: Fantastic

SECTION 3: Centre Facilities

Pupil Accommodation: Good / showers were good Teacher Accommodation: Good → (Heating in new issues)

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Great

The Grounds: Fab

Were there any accommodation problems? Heating and showers running cold.

Standard of cleanliness / tidiness? (teacher & pupil) Fab no issues.

Standard of Furnishing? bit dated in the cottage living room.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Great - pupils enjoyed them.

Was there enough to eat? More than enough!

Was the food served promptly? No issues fab service!

Were all dietary requirements catered for? Yes.

How do you rate the packed lunches? ✓

Any other comments? Great improvement in food quality.

SECTION 5: Centre Staff & Outdoor Pursuits

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

Knows us very well ✓

How do you rate the Centre Staff / Instructors?

Helpful: 10/10 Professional: 10/10

Were the Instructors motivating / clear / enthusiastic? 10/10

How do you rate the outdoor pursuits? 10/10

How do you rate the outdoor pursuit equipment? 10/10

What were your pupil's favourite outdoor pursuits? Aeroball / Highropes.

Are there any new outdoor pursuits you would like Manor Adventure to offer? Extra Aeroball unit for pupils.

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? *Activities*

Which aspect of your stay was least enjoyed? *N/A*

How do you rate the overall product on a value for money basis? *10/10*

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?
Cottage needs TLC / Dorms need TLC with showers and doors locking properly.

Where did you hear of Manor Adventure? *Been there for previous visits*

What were the reasons for choosing Manor Adventure? *The activities and to build resilience / Teamwork and Cooperation*

Which centre did you visit last year? *Shropshire*

What other visits does your school organise? *France*

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:



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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

