

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

SCHOOL: Manor PARTY LEADER:
CENTRE: Manor Shropshire DATES: 22nd - 24th
NAME OF ACCOMMODATION: The Lodge

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? N/A

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?

How did you rate our pre-visit administration? Patient - excellent

Customer Services (Bookings, payments, support)? Good

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities

Pupil Accommodation: Excellent Teacher Accommodation: Excellent

Washing & Toilet Facilities: excellent Cleanliness / Hygiene: Excellent

The Grounds: Excellent

Were there any accommodation problems? wifi

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

Standard of Furnishing? excellent - but only 4 seats for 5 teachers.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Excellent - could we have had bread though for fussy eaters?

Was there enough to eat? Excellent

Was the food served promptly? Excellent

Were all dietary requirements catered for? Excellent

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Were the Instructors motivating / clear / enthusiastic? Excellent

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Excellent - much improved from last year.

What were your pupil's favourite outdoor pursuits? All of it.

Are there any new outdoor pursuits you would like Manor Adventure to offer? No.

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

Enough wetties for everyone for maze.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Everything - the walk*

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

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

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?
N/A

Where did you hear of Manor Adventure? *Been coming for years*

What were the reasons for choosing Manor Adventure? *Company loyalty*

Which centre did you visit last year? *This one + Norfolk*

What other visits does your school organise? *Manor Norfolk*

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

