

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: Culmington ..... DATES: 20<sup>th</sup> - 24<sup>th</sup> May .....  
NAME OF ACCOMMODATION: 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

How could we improve our website, www.manoradventure.com? ..... 1 .....

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? ..... N/A .....

Customer Services (Bookings, payments, support)? ..... N/A .....

Operations (Rooming, outdoor pursuit programmes, support)? ..... N/A .....

Preview visit to the centre? ..... N/A .....

### SECTION 2: Arrivals

General Welcome: ..... 1 Excellent (Dave) ..... Fire Drill: ..... 1 .....

Room Allocation: ..... 1 ..... Introductory Talk: ..... 1 .....

### SECTION 3: Centre Facilities

Pupil Accommodation ..... 2 ..... Teacher Accommodation: ..... 2 .....

Washing & Toilet Facilities: ..... 2 ..... Cleanliness / Hygiene: ..... 1 .....

The Grounds: ..... 1 .....

Were there any accommodation problems? ..... leak in the roof of teacher lounge by fire alarm .....

Standard of cleanliness / tidiness? (teacher & pupil) ..... 1 .....

Standard of Furnishing? ..... 1 .....

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? ..... 1 .....

Was there enough to eat? ..... 1 .....

Was the food served promptly? ..... 1 .....

Were all dietary requirements catered for? ..... 1 .....

How do you rate the packed lunches? ..... N/A .....

Any other comments? ..... Head of Catering Staff always welcoming and cheerful every meal time. .....

### SECTION 5: Centre Staff & Outdoor Pursuits

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

..... 2 .....

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 ..... Professional: ..... 1 .....

Were the Instructors motivating / clear / enthusiastic? ..... 1 .....

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? ..... zip wire, kayaking and canoeing, abseiling and rills. .....

Are there any new outdoor pursuits you would like Manor Adventure to offer? ..... N/A .....

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

..... Reducing time of smaller activities such as fencing, Archery, grass sledging and bouldering. .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The excitement of the children.*

Which aspect of your stay was least enjoyed? *No pool.*

How do you rate the overall product on a value for money basis? *2*

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?  
*Encourage staff to discuss with staff what is appropriate behaviour management techniques such as Sabotaging competition / adding Jorhiet.*

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *5+ years of superb experiences for our children*

Which centre did you visit last year? *Culmington*

What other visits does your school organise? *None*

**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

