

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 Manor DATES: 11-15<sup>th</sup> March  
NAME OF ACCOMMODATION: Manor House

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 (2)

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

If you had a visit from one of our School Journey Advisors: N/A

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? (1) .....

Customer Services (Bookings, payments, support)? .....

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

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

Room Allocation: (1) ..... Introductory Talk: (1) .....

how many girls in one room (13)

### SECTION 3: Centre Facilities

Pupil Accommodation: (3) ..... Teacher Accommodation: (2) .....

Washing & Toilet Facilities: (5) ..... Cleanliness / Hygiene: (2) .....

The Grounds: (2) .....

Were there any accommodation problems? internet very poor = challenging to communicate with parents

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

Standard of Furnishing? (3) Showerers need frosted doors if children are to share

### 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? Catering staff were exceptional - friendly, thoughtful & accommodating

### SECTION 5: Centre Staff & Outdoor Pursuits

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

How do you rate the Centre Staff / Instructors? mixed (henna issue!)

Helpful: (1) ..... Professional: (1) .....

Were the Instructors motivating / clear / enthusiastic? Most excellent, some less engaged

How do you rate the outdoor pursuits? (2) .....

How do you rate the outdoor pursuit equipment? (3) .....

What were your pupil's favourite outdoor pursuits? abseiling, axe throwing, zip wire, obstacle course

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

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

Shame never to do high ropes, Jacobs ladder & crate rack because of extra cost



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Teacher facilities, children safe, mostly excellent stuff*

Which aspect of your stay was least enjoyed? *internet frustration = causes tension with parents*

How do you rate the overall product on a value for money basis? *1*

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?

Where did you hear of Manor Adventure? *random marketing email*

What were the reasons for choosing Manor Adventure? *originally discount on coach cost for just home visit*

Which centre did you visit last year? *this one*

What other visits does your school organise? *no other residentially*

**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? *N/A*

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

