

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

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]

CENTRE: Sneydonville DATES: 15-18th Feb 2019

NAME OF ACCOMMODATION: Woodland Village

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 we have been that many times, we dont look at them.

Did you find the brochure accurate and informative?

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:1..... Fire Drill:2 1.....

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

SECTION 3: Centre Facilities:

Pupil Accommodation:1..... Teacher Accommodation:2.....

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

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

Were there any accommodation problems? Lack of furniture in the woodland village teacher lounge, used to be much more comfortable + better.

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

Standard of Furnishing? Good but not enough furniture in woodland village teacher lounge

SECTION 4: 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?D/A.....

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

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

Which Instructors were motivating / clear / enthusiastic?

Manny, Josh + Josh, Curtis, Ester

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? High Ropes

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? The activities

Which aspect of your stay was least enjoyed? Cold showers

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

Will you be considering a further visit with Manor Adventure? Book for next year already

Have you any further general comments which you feel would be useful to us?

Really good visit as always but would be better if there was another couch in the woodland village teacher lounge - dining room chairs are not comfy for teacher time out.

Where did you hear of Manor Adventure? Been before

What were the reasons for choosing Manor Adventure? Always a good trip

Which centre did you visit last year? Always come to Shropshire

What other visits does your school organise? Perk watersports basin centre

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:

manor adventure

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