

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: Manor DATES: 5.7.19 - 8.7.19

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

Did you find the brochure accurate and informative? Yes

How could we improve our website, [www.manoradventure.com](http://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? N/A

How professional was the Presentation Evening? "

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: Rooms not ready due to check 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? .....

Teacher shower Clune - very small, not powerful

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

1

Standard of Furnishing? 2

#### SECTION 4: Meals

Were the meals of an adequate standard? ..... Exceeded expect no  
padding, for each hot meal, as previous visits

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

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

Were all dietary requirements catered for? ..... Yes 1 - Carbs exceeded  
idea to mimic school procedure

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

Any other comments? ..... N/A

#### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

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

Which Instructors were motivating / clear / enthusiastic?

Connor, Harry, Ashley, Chris

How do you rate the outdoor pursuits? ..... 1

How do you rate the outdoor pursuit equipment? ..... 2 - Carbs previous  
items of equipment in disrepair - not available

What were your pupil's favourite outdoor pursuits? .....

Hi-rope, Confidence course, Canoeing, Kayaking, Maze

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

Mountain Biking

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? *pupil engagement and enjoyment of all activities*

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?

*Staff always said Good morning / evening Always had milk on tea.*

Where did you hear of Manor Adventure? *Local press*

What were the reasons for choosing Manor Adventure? .....

*See above*

Which centre did you visit last year? *Manor*

What other visits does your school organise? *—*

## 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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