

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 Adventure DATES: 7-9 - June
NAME OF ACCOMMODATION: Manor

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? 2
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? N/A
How professional was the Presentation Evening? N/A

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: 2 Fire Drill: 2
Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2
The Grounds: 2 Catering: 2

Were there any accommodation problems?

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

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? *Yes*

Was there enough to eat? *Yes - definitely*

Was the food served promptly? *Yes*

Were all dietary requirements catered for? *Yes*

How do you rate the packed lunches? *N/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?

How do you rate the outdoor pursuits? *2*

How do you rate the outdoor pursuit equipment? *2*

What were your pupil's favourite outdoor pursuits? *High Ropes*
..... *Confidence Course - Rafting*

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? *Range of activities provided*

Which aspect of your stay was least enjoyed? *Shame zip wire was out of action.*

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

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? *Previous visits*

What were the reasons for choosing Manor Adventure? *Enjoyed previous visits*

Which centre did you visit last year? *Manor Adventure - Shropshire*

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