

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: Culmington DATES: 28-June → 1 July '19

NAME OF ACCOMMODATION: Lodge

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? 1

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? _____

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? _____

SECTION 2: Arrivals

General Welcome: 1 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: 2

The Grounds: 2 (are the sheep!) Catering: 1

Were there any accommodation problems? No

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

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? *Yes*

Was there enough to eat? *Yes*

Was the food served promptly? *Yes*

Were all dietary requirements catered for? *Yes - liked card system*

How do you rate the packed lunches? *_____*

Any other comments? *Helpful staff*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

Chris + James - Kayak + canoe. Connor, Dom, Curtis - great tennis session & Anna - absolving

How do you rate the outdoor pursuits? *2*

How do you rate the outdoor pursuit equipment? *3 - Obstacle course near ledge*

is in need of repair / tidy. Archery equipment tired (by admission) Fishing but limited

What were your pupil's favourite outdoor pursuits? *Canoe/kayak, Obstacle course V ball, swimming*

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?

Standardise a little more across sessions / instructors. Water activity ratios: on water supervision from moment child enter water.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *O/course, Vball, Lodge*

Which aspect of your stay was least enjoyed? _____

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

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?

*Thanks for all your help + hard work over the weekend.
Food staff too!*

Where did you hear of Manor Adventure? *Been coming years!!*

What were the reasons for choosing Manor Adventure? *Reliable, enjoyable*

Which centre did you visit last year? *This one!*

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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