

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: STROPSHIRE DATES: 10-14th JUNE

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?
—

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: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 4

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 2

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil)

3

Standard of Furnishing? 3

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.*

How do you rate the packed lunches? *Unknown.*

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?

2

How do you rate the outdoor pursuits? *2.*

How do you rate the outdoor pursuit equipment? *A shame the obstacle + zip wire were broken.*

What were your pupil's favourite outdoor pursuits? *Volleyball, maze, obstacle.*

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 quiz*

Which aspect of your stay was least enjoyed? *The rain!! ☹ However, there's nowhere to go ^{to do} when it rains.*

How do you rate the overall product on a value for money basis? *2*

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?

*Dom, Anna, Ross, Ben were particularly great.
Also, hillwalk staff were awesome: Ben, Jen + Chris*

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *Been before*

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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