

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: *10-14*
NAME OF ACCOMMODATION: *Manor Adventure*

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?

..... *2 No issues*

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)? *2*

Operations (Rooming, outdoor pursuit programmes, support)? *2*

Preview visit to the centre? *N/A*

SECTION 2: Arrivals

General Welcome: *2* Fire Drill: *2*

Room Allocation: *2* Introductory Talk: *2*

SECTION 3: Centre Facilities:

Pupil Accommodation: *3* Teacher Accommodation: *3*

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

The Grounds: *2* Catering: *3*

Were there any accommodation problems? *Heating - heating hot*

..... *or freezing cold!*

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

Standard of Furnishing? *2*

SECTION 4: Meals

Were the meals of an adequate standard? *kids said the breakfasts were 'over-cooked'*

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? *N/A*

Any other comments? *"The Tray man" (Shawn) as the kids call him - Thank you*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *2*

Which Instructors were motivating / clear / enthusiastic?

*Anna, Jerry, Ross, Nancy (DISCO King!)
Travis, Rob, John. (And Matt!)*

How do you rate the outdoor pursuits? *1*

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

What were your pupil's favourite outdoor pursuits? *High ropes, fencing
Obstacle course*

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

Zip line

Do you have any suggestions on how we could improve our product or outdoor pursuits?

Less talking and start the activities sooner

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities!*

Which aspect of your stay was least enjoyed? *The weather!*

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?

Another amazing week - Thank you all.

Where did you hear of Manor Adventure? *previous visits*

What were the reasons for choosing Manor Adventure?

Activities - challenge!

Which centre did you visit last year? *Culmington*

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:

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manor adventure

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