

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 MANOR DATES: 18<sup>TH</sup> - 22<sup>ND</sup> MARCH 2019

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? ..... N/A .....

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

..... N/A .....

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)? ..... 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: ..... 1 ..... Teacher Accommodation: ..... 1 .....

Washing & Toilet Facilities: ..... 1 ..... Cleanliness / Hygiene: ..... 2 .....

The Grounds: ..... 1 ..... Catering: ..... 1 .....

Were there any accommodation problems? ..... NO .....

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

Standard of Furnishing? ..... GOOD .....

#### SECTION 4: Meals

Were the meals of an adequate standard? ...YES, GOOD CHOICE AND CATERED FOR FUSSY EATER!

Was there enough to eat? ...YES, PLENTY

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? ...HEAD CHEF WAS VERY ACCOMODATING - THANK YOU

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

How do you rate the Centre Staff / Instructors?

Helpful: ...2 Professional: ...2

Which Instructors were motivating / clear / enthusiastic?

HARRY JOSH SPARKS ~~ALICE~~ ESTHER TRAVIS

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

How do you rate the outdoor pursuit equipment? ...1

What were your pupil's favourite outdoor pursuits? ...ABSEILING, CLIMBING, KAYAKING, OBSTACLE & EVENING WALK

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

HOPEFULLY THE ZIP WIRE WILL BE BACK UP AND RUNNING FOR NEXT YEAR.

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

No

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? THE ACTIVITIES

Which aspect of your stay was least enjoyed? EVERY PART HAS BEEN ENJOYED.

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? ALREADY BOOKED.

Have you any further general comments which you feel would be useful to us?

STAFF WERE EXCELLENT WITH OUR MEDICAL ISSUES (ON THE SAME NIGHT!) THANK YOU CHRIS

Where did you hear of Manor Adventure? VISITED FOR MANY YEARS

What were the reasons for choosing Manor Adventure? THE WHOLE PACKAGE - ACTIVITIES, THE LODGE, FOOD, STAFF INCLUDING OFFICE STAFF AND CLEANING.

Which centre did you visit last year? CULMINGTON MANOR

What other visits does your school organise? LOCAL DAY TRIPS - THIS IS THE ONLY RESIDENTIAL.

**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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