

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: 20-22 MARCH
NAME OF ACCOMMODATION: MEWS

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? YES

How could we improve our website, www.manoradventure.com?
3

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? POWERPOINT NEEDS REVAMPING

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? BRILLIANT

Operations (Rooming, outdoor pursuit programmes, support)? JANE IS ACE!
3

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: GOOD Fire Drill: 2

Room Allocation: 3 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 3

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 1

Were there any accommodation problems? DOOR LOCKS WERE UNRELIABLE SO HAD TO LEAVE OPEN - BROKEN SHOWER

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? ?

Any other comments? GREAT STAFF - Really good with the children.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?
Yes. SP4 Climbing instructor (Curtis) Wed 20th - We felt he was a little over familiar with the children
Sam - fantastic

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? Obstacle
Abseil

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

Zip wire to be reinstated. Evening wall
Bespoke packages.

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?

Evening walk

Which aspect of your stay was least enjoyed?

Rifles - poor equipment

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

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?

No

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

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *Every 2 years*

What other visits does your school organise? *Day trips*

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: *No* Name:

Address: Address:

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manor adventure