

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: .....

CENTRE: Manor Adventure DATES: 4.11.19

NAME OF ACCOMMODATION: New Cottage, Barn

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? .....

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? .....

How professional was the Presentation Evening? .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? .....

Operations (Rooming, outdoor pursuit programmes, support)? .....

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: 4 Teacher Accommodation: 2

Washing & Toilet Facilities: 4 (Pupil) Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 2

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Basic but clean

Teachers bedrooms good

Standard of Furnishing? 3

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... 2 .....

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? ..... Adult sandwiches could  
be better please .....

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?

..... Curtis, Liam, Emily, Beccy, Scottish Abseil lady  
3 instructors at canoe & kayak (Elliot, Ben + 1) .....

How do you rate the outdoor pursuits? ..... Good. But, children waiting  
for terms struggle when not occupied .....

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

What were your pupil's favourite outdoor pursuits? ..... Canoe & Kayak .....

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?

..... Replace disco with film night!  
give option .....

## SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Enjoyed all*

*Warden staff are great, always happy.*

Which aspect of your stay was least enjoyed? *Slipping across the*

*grass from meeting point to the Barn, path needed!*

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?

*Smaller dorm's (children) more showers & toilets  
for children*

Where did you hear of Manor Adventure? *We've been coming for*

*What were the reasons for choosing Manor Adventure? last 10yrs*

Which centre did you visit last year? .....

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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY

Telephone: 01584 861333 Fax: 01584 861367 [www.manoradventure.com](http://www.manoradventure.com)