

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: Shropshire DATES: 13/11/19 - 15/11/19

NAME OF ACCOMMODATION: Woodland Village

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 - Photographs

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)? Jane has been brilliant! ①

Operations (Rooming, outdoor pursuit programmes, support)? ①

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 Light issue in one room - reported but not sorted. Had to wait for following day and cleaner sorted. Teacher Accommodation: ③ Rubbish bags left - vermin over night.

Washing & Toilet Facilities: ② Cleanliness / Hygiene: ②

The Grounds: ① Catering: ②

Were there any accommodation problems? Light not working in a child's

room - reported on arrival and again in evening. Cleaner noticed and sorted the following day.

Standard of cleanliness / tidiness? (teacher & pupil) Clean in general. Rubbish bag left from previous visit - vermin attracted over night.

Standard of Furnishing? ②

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Access to a communal area would be useful. User accommodation

#### SECTION 4: Meals

Were the meals of an adequate standard? Majority of food was good and a range of options.

Was there enough to eat? Lots of choice and good portion size.  
No desert at lunch anymore?

Was the food served promptly? Lots of waiting because full dining hall.  
We had to move other children on from other schools as they were just sitting.  
Perhaps remind teachers about telling their children to leave when finished.

Were all dietary requirements catered for?  
Yes.

How do you rate the packed lunches? N/A.

Any other comments? \_\_\_\_\_

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

How do you rate the Centre Staff / Instructors?

Helpful:  1  2 Professional:  1  2

Which Instructors were motivating / clear / enthusiastic?  
Evening Walk, quiz, blind trail. Not sure of names but the man who lead the quiz was fab!  
Quite disappointing compared to previous years - many staff don't seem happy.

How do you rate the outdoor pursuits?  1  2

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Zip Wire, blind trail.

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?

Seems like cost cutting has taken place? Less staff on zip wire, only one instructor for two groups on evening walk...

