

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: 7/10/19 → 11/10/19

NAME OF ACCOMMODATION: THE 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? ..... 1

How could we improve our website, 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)? ..... n/a

Operations (Rooming, outdoor pursuit programmes, support)? ..... n/a

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: ..... 4<sup>th</sup>

Washing & Toilet Facilities: ..... 2 ..... Cleanliness / Hygiene: ..... 2/3

The Grounds: ..... 1 ..... Catering: ..... 2/3

Were there any accommodation problems? Teacher room wasn't made up ready / shower wets floor

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

Standard of Furnishing? ..... OK

**SECTION 4: Meals**

Were the meals of an adequate standard? yes

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? na

Any other comments? no

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

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Leanne, Curtis, Marie, Stu, Lucy, Henry, Joe, Ross, Josh, Jess.

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? zip wire,

bouldering, hill walk, 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?

concerns over ratio adult:child on hill walk + esp. evening walk

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? .....

Which aspect of your stay was least enjoyed? ..... constant upt.

down hill ☺

How do you rate the overall product on a value for money basis? ..... 1/2 .....

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?

the times have changed - some sessions were rushed instructors getting ch. to take off hats + atte

Where did you hear of Manor Adventure? ..... n/a

What were the reasons for choosing Manor Adventure? ..... memories

+ fun

Some then doing it

Which centre did you visit last year? ..... n/a

What other visits does your school organise? ..... n/a

**SECTION 7**

no

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**