

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: 30/10 - 1/11

NAME OF ACCOMMODATION: Manor

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? Didn't book

Customer Services (Bookings, payments, support)? /

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

Preview visit to the centre? /

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 3

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? ONLY floor tiles lifted

in bathroom make it hard to walk
can have soft. No wise in manor made it
Standard of cleanliness / tidiness? (teacher & pupil) hard to work and common

Standard of Furnishing? /

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? N/A

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?

Yes but not all staff evaluated sessions with group at end - asking what they learnt etc.

How do you rate the outdoor pursuits?

lots of varied activities

How do you rate the outdoor pursuit equipment?

Good condition

What were your pupil's favourite outdoor pursuits?

Maze and water sports.

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?

See general comments

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Great teacher lounge. Evening activities. Good organisation*

Which aspect of your stay was least enjoyed? *Wifi + see general comments*

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? *Yes*

Have you any further general comments which you feel would be useful to us? *Children only get 1 go. lots of waiting around on activities*

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *Try something new*

Which centre did you visit last year? *Rock UK Frontier Centre*

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