

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: Manor House DATES: 11-09-19 to 13-09-19

NAME OF ACCOMMODATION: .....

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?

More videos to show the children - accommodation.

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? ..... 2 .....

How professional was the Presentation Evening? ..... N/A .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? ..... 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: ..... 2 ..... Teacher Accommodation: ..... 2 .....

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

The Grounds: ..... 1 bath mat ..... Catering: .....

Were there any accommodation problems? Bath mat - not all adult rooms had them. Childrens rooms - fine

Standard of cleanliness / tidiness? (teacher & pupil) ..... 2 .....

Standard of Furnishing? ..... 2 .....

#### SECTION 4: Meals

Were the meals of an adequate standard? ..... 1 .....

Was there enough to eat? ..... more than - very good 1 .....

Was the food served promptly? ..... 2 .....

Were all dietary requirements catered for? ..... 1 .....

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

Any other comments? All of the kitchen staff were amazing so was the "tidy up man".

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

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 ..... Professional: ..... 1 .....

Which Instructors were motivating / clear / enthusiastic?

heanne, Ozzy, Mat, Maria, India, Joe

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? ..... Canoe & Kayak .....

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?

Better lighting in the evenings

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? food.

Which aspect of your stay was least enjoyed? N/A

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

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?

N/A

Where did you hear of Manor Adventure? Previous stays.

What were the reasons for choosing Manor Adventure? " "

Which centre did you visit last year? Manor adventure

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: N/A Name: N/A

Address: ..... Address: .....

**manor adventure**