

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: 16/9 - 20/9/19

NAME OF ACCOMMODATION: Woodlands

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? 4

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? 5

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: 3 Fire Drill: 3

Room Allocation: 3 Introductory Talk: 3

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? .....

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 3 - some of the mattresses are a little soiled

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *To be in a beautiful setting*

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

How do you rate the overall product on a value for money basis? *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?

*One or two of the less experienced instructors were a little inappropriate with some of their comments. this was minor.*

Where did you hear of Manor Adventure? *he came each year*

What were the reasons for choosing Manor Adventure? *"*

Which centre did you visit last year? *This one*

What other visits does your school organise? *Gilwell scout camp.*

**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**

#### SECTION 4: Meals

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

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?

Most were, I had to speak to one instructor about being a little sharp but after that they were fine. One instructor seemed to be new and not to the standard of others.

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? .. High ropes, Zip line ..

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

.. N/A ..

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

The movie making was ~~very~~ variable and could have been improved.