

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: 16-20 SEPT 2019

NAME OF ACCOMMODATION: MANOR HOUSE

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?
..... WE FOUND ALL THE INFO WE NEEDED

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?

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: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 3

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) ALL ROOMS

..... WERE CLEAN AND TIDY ON ARRIVAL

Standard of Furnishing? A LITTLE WORN BUT

..... APPROPRIATE AND DIDN'T IMPACT ON OUR STAY

SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? MORE THAN

Was the food served promptly? YES AND SERVICE
..... WAS VERY FRIENDLY

Were all dietary requirements catered for? YES

How do you rate the packed lunches? EXCELLENT

Any other comments? THE CATERING STAFF AND THE
TRAY CLEARERS ARE VERY FRIENDLY AND
MADE THE CHILDREN SMILE.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

TOP CLASS

Helpful: 1 Professional: 1 the staff even
went off site for us
1 to get
Calpo!

Which Instructors were motivating / clear / enthusiastic?

ROSS CARTIS ST⁴ART INDIA HARRY
LUCY SHELLY BECCA MICHAEL ELLIOTT

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? THERE WAS
NO ONE FAVOURITE

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

..... NO

Do you have any suggestions on how we could improve our product or outdoor pursuits?
..... NO

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *LOUNGE + TV*

The efficiency of meal times helped to ensure the stay was good

Which aspect of your stay was least enjoyed?

no part

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

Good: The food and services offered are exceptional

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 store is a great idea.

We didn't use the vending machine.

Where did you hear of Manor Adventure? *Dont know*

What were the reasons for choosing Manor Adventure?

Based on previous years' experiences

Which centre did you visit last year? *Culmington*

What other visits does your school organise? *no other*

residential

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? *NO*

Name:

Name:

Address:

Address:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com