

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: ..... DATES: 27<sup>th</sup> - 29<sup>th</sup> September

NAME OF ACCOMMODATION: The Lodge and The 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? (1)

How could we improve our website, www.manoradventure.com?  
(2)

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? (2)

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? (2)

Operations (Rooming, outdoor pursuit programmes, support)? (1)

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: (1) Fire Drill: (1)

Room Allocation: (1) Introductory Talk: (1)

### SECTION 3: Centre Facilities:

Pupil Accommodation: (2) Teacher Accommodation: (3)

Washing & Toilet Facilities: (1) Cleanliness / Hygiene: (1)

The Grounds: (1) Catering: (1)

Were there any accommodation problems? Yes - Leak in the ceiling

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

Standard of Furnishing? (1)

#### 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? ..... - .....

Any other comments? ..... Fab and helpful staff .....

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

How do you rate the Centre Staff / Instructors?

Helpful: ..... ② ..... Professional: ..... ③ .....

Which Instructors were motivating / clear / enthusiastic?

..... ① Curtis .....

How do you rate the outdoor pursuits? ..... ② .....

How do you rate the outdoor pursuit equipment? ..... ② .....

What were your pupil's favourite outdoor pursuits? ..... Obstacle Course .....

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?

..... More staff to help with helmets and harnesses .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? ..... *Staff - Food!*  
..... *Children - Food, Obstacle courses*.....

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

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?  
..... *Staff were fab but could be clearer, slower*  
..... *and louder when giving instructions*.....

Where did you hear of Manor Adventure? ..... *Previous experience*.....

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

Which centre did you visit last year? .....

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***