

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: Lockerbie Manor DATES: 10-12th June 2022

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? 2

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

Longer videos showing more activities to share with children

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? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

Operations (Rooming, activity programmes, support)? Excellent

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Very good

Room Allocation: Good Introductory Talk:

SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: Very Good

Washing & Toilet Facilities: Very Good Cleanliness / Hygiene: Very Good

The Grounds: Excellent Catering: Good

Were there any accommodation problems?

Standard of Cleanliness / tidiness? (teacher & pupil) Good

Blinds need repairing/replacing in children's rooms.
Standard of Furnishing? acceptable - beds squeaky - tipped chair arm in one staff room, bed head loose remote control not working (in B2)

SECTION 4: Meals

Were the meals of an adequate standard? yes

Was there enough to eat? yes

Was the food served promptly? yes

Were all dietary requirements catered for? mostly

How do you rate the packed lunches? N/A

Any other comments? Not enough choice for fussy eaters.

SECTION 5: Centre Staff & Activities

How do you rate the Centre Staff / Instructors?

Helpful: 1 and 4 Professional: 1 & 4
A big difference between instructors

Which Instructors were motivating / clear / enthusiastic?

Jack, Jac, Shane, Will, Joe

How do you rate the activities? Very good

How do you rate the activity equipment? Excellent

What were your pupil's favourite activities? Canoe / kayak

High ropes

Are there any new activities you would like Manor Adventure to offer? Quad

bikes

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

More staff for activities so that children can have more than one turn each. Better / more food choice - even if just a sandwich or salad.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *participating in activities - children's views*

Which aspect of your stay was least enjoyed? *food - children's view*

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? *possibly*

Have you any further general comments which you feel would be useful to us?

There is a huge difference with the quality of instructors - some are outstanding others are only satisfactory. The beef and chicken served in the canteen should only be Halal for those that ~~have~~ adhere to Islamic law.
Where did you hear of Manor Adventure? *Online - website*

What were the reasons for choosing Manor Adventure? *Price, location activities available*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Only day trips*

SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres?

Name: Name:

Address: Address:

manor adventure

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manor adventure

COURSE REPORT FORM

Culmington Manor
Abernant Lake Hotel
Lockerbie Manor

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure

We hope you have enjoyed your visit with us