

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: 12th - 14th Oct
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? yes

How could we improve our website, www.manoradventure.com?
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If you had a visit from one of our School Journey Advisors:

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

How professional was the Presentation Evening? very good

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? extremely helpful

Operations (Rooming, outdoor pursuit programmes, support)? as above

Preview visit to the centre? n/a

SECTION 2: Arrivals

General Welcome: Very good Fire Drill: very good

Room Allocation: went very smoothly Introductory Talk: thorough

SECTION 3: Centre Facilities:

Pupil Accommodation: good Teacher Accommodation: good but would prefer single rooms

Washing & Toilet Facilities: good Cleanliness / Hygiene: good

The Grounds: Very good Catering: lovely

Were there any accommodation problems? one room had mould on ceiling

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

Standard of Furnishing? good

SECTION 4: Meals

Were the meals of an adequate standard? yes

Was there enough to eat? yes - always extras

Was the food served promptly? yes

Were all dietary requirements catered for? yes

How do you rate the packed lunches? n/a

Any other comments? kitchen staff were fab - thank you!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Professional:

Which Instructors were motivating / clear / enthusiastic?

yes

How do you rate the outdoor pursuits? very good

How do you rate the outdoor pursuit equipment? very good

What were your pupil's favourite outdoor pursuits? obstacle course / water based activities

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?

Be more specific at start of activity about skills they will develop then maybe a review at end of the session.