

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 DATES: 28/10  
NAME OF ACCOMMODATION: 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?

Updated pictures of activities.

If you had a visit from one of our School Journey Advisors:

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

How professional was the Presentation Evening? We do this ourselves.

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? Have been many times 😊

### SECTION 2: Arrivals

General Welcome: ..... 1 Fire Drill: ..... 1

Room Allocation: WOULD PREFER ROOMS 4/6 - 8 IS DIFFICULT. Introductory Talk: Dont see this as with leader.

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 Teacher Accommodation: ..... 2

Washing & Toilet Facilities: ..... 2 Cleanliness / Hygiene: ..... 2

The Grounds: ..... 1 Catering: ..... 1 \* kitchen staff are very accommodating thanks so much.

Were there any accommodation problems? sewage smell coming from B17.

Standard of cleanliness / tidiness? (teacher & pupil) teacher and pupils rooms both clean on arrival

Standard of Furnishing? ..... 2

### SECTION 4: Meals

Were the meals of an adequate standard? Yes - staff in the kitchen go above & beyond.

Was there enough to eat? Yes!

Was the food served promptly? Yes!

Were all dietary requirements catered for? Yes!

How do you rate the packed lunches? Didn't have any packed lunches this time.

Any other comments? Kitchen staff, again, fantastic.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 2 Professional: Some more so than others.

Which Instructors were motivating / clear / enthusiastic?

Scott, Ben, Mario, Ben, Niamh & Ryan were all great. Holly also.

How do you rate the outdoor pursuits? Water sports very good, some others lacking in depth.

How do you rate the outdoor pursuit equipment? Equipment all working.

What were your pupil's favourite outdoor pursuits? kayak, rifles, abseil & canoe

Are there any new outdoor pursuits you would like Manor Adventure to offer? We would love to take part in supplemented activities other centres offer these as standard.

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

We are aware safety is key & the beginning of a pursuit needs to be explained well, however some times it feels activities are padded out & the kids are aware.