

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: 06/02 - 08/02

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?
maybe a 'visitors eye view' up and down stairs queing for meals etc

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)? 1
Operations (Rooming, outdoor pursuit programmes, support)? 1
Preview visit to the centre? 1

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1
Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2
The Grounds: 1 Catering: 1

Were there any accommodation problems? windows draughty and beds right beside - we had extra space so could move away from windows
Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 3

SECTION 4: Meals

Were the meals of an adequate standard? Yes
Was there enough to eat? Plenty
Was the food served promptly? very
Were all dietary requirements catered for? Yes
How do you rate the packed lunches? N/A
Any other comments? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?
very good with hesitant participants / those needing a bit more time

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? Canoe / kayak Archery, Zip wire

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *lots of time at each activity*

Which aspect of your stay was least enjoyed? *N/A*

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

Will you be considering a further visit with Manor Adventure? *Yes! Already booked for next session*

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

Where did you hear of Manor Adventure? *Local Authority / other school recommendations*

What were the reasons for choosing Manor Adventure? *Recommendations from other colleagues*

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

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

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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France