

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: 13-17th March

NAME OF ACCOMMODATION: LOCKERRIE 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?

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

Up to date pictures of all activities

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)? 1

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 3 Subsequent Fire Alarm showed lack of children's understanding

Room Allocation: 1 Introductory Talk: 3 Not all groups were aware of boot room

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 - Radiators - Toilets - locks Teacher Accommodation: 3 - Drains/shower in B17 - Medication left in

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2 Common areas could be cleaner

The Grounds: 1 Catering: 1

Were there any accommodation problems? See comments above

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 3

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? More salad options

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2 Two instances where individuals were not dealt with brilliantly

Which Instructors were motivating / clear / enthusiastic?

Scott, Lewis, Zac, Ben. All female staff were also great (sorry, no names)

How do you rate the outdoor pursuits? 1 Could Camp Craft & survival skills be combined.

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? High Ropes, Disco,

Abseil, Blind Trail & Mountain Biking

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Stargazing

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

Starting activities faster

