

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: 4-8th Sept.
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

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

It is very comprehensive

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?

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?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds:

Were there any accommodation problems? 1 x blocked toilet, 1 x blocked

shower

Standard of cleanliness / tidiness? (teacher & pupil) High standard, could do

with some hooks on wall for jackets/towels

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1 - loads!

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches?

Any other comments? Kids enjoyed food

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? Very encouraging +

supportive

How do you rate the outdoor pursuits? Excellent facilities

How do you rate the outdoor pursuit equipment?

What were your pupil's favourite outdoor pursuits? Crate, stack, high ropes,

water sports

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? *Activities*

Which aspect of your stay was least enjoyed? *Scavenger hunt*

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

Will you be considering a further visit with Manor Adventure? *Probably*

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

Why is first session shorter. Breakfast a bit early. Kids all through by 8am and first activity not until 9-15am this is too long

Where did you hear of Manor Adventure? *Previous visit*

What were the reasons for choosing Manor Adventure? *Track record*

Which centre did you visit last year? *Lockerbie Manor*

What other visits does your school organise? *None*

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:



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manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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



Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

