

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]  
CENTRE: Lokebie Manor DATES: 9<sup>th</sup> - 11<sup>th</sup> Aug

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? 2

How could we improve our website, www.manoradventure.com?  
3

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)? 2

Operations (Rooming, activity programmes, support)? we were sent different activity programme to the one on arrival

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 2

Were there any accommodation problems? wet floors around boot room/drying room

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

Standard of Furnishing? 3

### SECTION 4: Meals

Were the meals of an adequate standard? Yes, very good

Was there enough to eat? Yes, plenty

Was the food served promptly? Yes - 100%

Were all dietary requirements catered for? n/a

How do you rate the packed lunches? n/a

Any other comments? filling up bottles & juice would be an advantage - as going to outside taps all the time is annoying in terms of getting changed etc.

### SECTION 5: Centre Staff & Activities

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Connah, Cat, Montana, Scott D

How do you rate the activities? 1

How do you rate the activity equipment? 1

What were your pupil's favourite activities? zip, paddle boarding / kayak / canoe & high ropes / zip line

Are there any new activities you would like Manor Adventure to offer? raft building in water @ lokebie

Do you have any suggestions on how we could improve our product or activities?  
make kit list more simple

W/C 5 AUGUST

# manor adventure

## SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities*

Which aspect of your stay was least enjoyed? *weather - but that*

*can't be helped*

How do you rate the overall product on a value for money basis? *no value*

*for money*

Will you be considering a further visit with Manor Adventure? *Yes - but not*

*for the age group we brought - too young*

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

Where did you hear of Manor Adventure? *through a parent*

What were the reasons for choosing Manor Adventure? *great choice of*

*activities, easy to access*

Which centre did you visit last year? *n/a*

What other visits does your school organise? *n/a*

## SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres?

Name: ..... Name: .....

Address: ..... Address: .....

PLEASE COMPLETE AND RETURN  
TO RECEPTION BY 10 AM  
ON DEPARTURE DAY

## COURSE REPORT FORM

Culmington Manor  
Abernant Lake Hotel  
Lockerbie Manor

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*

**manor adventure**