

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: Lockerbie Manor DATES: 8-10 March

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 - 1

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

more photos

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)? done by D. Clark

Operations (Rooming, activity programmes, support)?

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? heaters broke in room heater in Ab not that hot (but not bad)

Standard of Cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing? dated

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? 2 - gluten free sometimes a struggle - but not bad

How do you rate the packed lunches?

Any other comments? accommodating kitchen staff

SECTION 5: Centre Staff & Activities

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

kids loved working with Connah, Adam, Luke, Montana, Chris, Kim

How do you rate the activities? 2 - water not great on cold day - not the centres fault though

How do you rate the activity equipment? 1

What were your pupil's favourite activities? crate stacking, abseil, obstacle

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

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

continuity with instructors - one or two for the full weekend



manor adventure

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities - obstacle course.*

Which aspect of your stay was least enjoyed? *kayaking because of weather.*

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

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

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

hot drinks for kids at night

Where did you hear of Manor Adventure? *online.*

What were the reasons for choosing Manor Adventure? *Outward Bound experience I wanted to try more*

Which centre did you visit last year? *This one - different year groups*

What other visits does your school organise? *Outward Bound, Manor Adv (France), etc.*

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:

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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

