

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 DATES: 18-22nd Nov 2019
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? (1)

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

(2)

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? (1)

How professional was the Presentation Evening? (1)

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? (2)

Operations (Rooming, outdoor pursuit programmes, support)? (2)

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: (1) Fire Drill: (1)

Room Allocation: (1) Introductory Talk: (1)

SECTION 3: Centre Facilities:

Pupil Accommodation: (3) Teacher Accommodation: (2)

Washing & Toilet Facilities: (2) Cleanliness / Hygiene: (1)

The Grounds: (1) Catering: (1)

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) (1)

Standard of Furnishing? (2)

SECTION 4: Meals

Were the meals of an adequate standard? Yes perfect for the children - all ate well.

Was there enough to eat? plenty

Was the food served promptly? yes

Were all dietary requirements catered for? yes

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: (1) Professional: (1)

Which Instructors were motivating / clear / enthusiastic?

Craig, Chris, Emma, Jack, Joe D, Lewis, Scott, Simon, Natalie, Donnagh, Joe B

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? Blind Trail, Night Walk, Canoe/Kayak

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?

