

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: 1st - 4th OCTOBER

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 - NOT INVOLVED WITH ANY OF THIS. OTHER MEMBERS OF STAFF DEALT WITH THIS.

Did you find the brochure accurate and informative?

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

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 1

Were there any accommodation problems? SMELTY BATHROOM (A.I.D.)

BUT STAFF PROMPTLY CAME TO INVESTIGATE / OTHERWISE EVERYTHING ELSE FINE

Standard of cleanliness / tidiness? (teacher & pupil)

TEACHER - VERY GOOD (2) PUPIL - GOOD (3)

Standard of Furnishing? TEACHER - VERY GOOD (2)

PUPIL - GOOD (3)

SECTION 4: Meals

Were the meals of an adequate standard? EXCELLENT STANDARD

Was there enough to eat? MORE THAN ENOUGH!

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? KIDS RAVED ABOUT THE FOOD.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

CHRIS, MONTANA, MATT, CONNOR, JO, JACK

SCOTT, ASHLEIGH

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? HIGH ROPES, CANOEING,

KAYAKING, ARMY, ZIPLINE

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?

AN AREA WHERE WE COULD MEET WITH THE KIDS IN THE

EVENING - FOR OUR SNACKS ETC. (INSTEAD OF SITTING IN A

CORRIDOR)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ...ACTIVITIES & FOOD!

Which aspect of your stay was least enjoyed? ...KIDS SEEM TO HAVE ENJOYED

THE WHOLE EXPERIENCE

How do you rate the overall product on a value for money basis? ...VERY GOOD

Will you be considering a further visit with Manor Adventure? ...ALREADY BOOKED

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

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? ...WAS A LEARNING

COMMUNITY DECISION - (WAS NOT INVOLVED)

Which centre did you visit last year? ...LOCKERBIE MANOR

What other visits does your school organise?

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:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

manor adventure

COURSE REPORT FORM

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



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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



Le Château de Warsy, France

Have you considered our
French Centres

Le Château de Warsy &
Le Château du Broutel



Le Château du Broutel, France