

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: LOCKEERIE MANOR DATES: 20th - 22nd Sept

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

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

N/A

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

Did he provide a fair description of our centre and product? Yes

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? EXCELLENT

Operations (Rooming, activity programmes, support)? EXCELLENT

### SECTION 2: Arrivals

General Welcome: EXCELLENT Fire Drill: EXCELLENT

Room Allocation: EXCELLENT Introductory Talk: EXCELLENT

### SECTION 3: Centre Facilities:

Pupil Accommodation: EXCELLENT Teacher Accommodation: EXCELLENT

Washing & Toilet Facilities: EXCELLENT Cleanliness / Hygiene: EXCELLENT

The Grounds: EXCELLENT Catering: EXCELLENT

Were there any accommodation problems? NONE

Standard of Cleanliness / tidiness? (teacher & pupil) VERY GOOD

Standard of Furnishing? VERY GOOD

### SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? MALE PORTION SIZES COULD BE

A LITTLE LARGER (16-19)

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? NONE - FABULOUS STAFF, ALL

VERY FRIENDLY

### SECTION 5: Centre Staff & Activities

How do you rate the Centre Staff / Instructors?

Helpful: VERY GOOD Professional: VERY

Which Instructors were motivating / clear / enthusiastic?

EVERY INSTRUCTOR WAS FABULOUS

How do you rate the activities? VERY GOOD

How do you rate the activity equipment? VERY GOOD

What were your pupil's favourite activities? WATER-BASED AND

HIGH ROPES

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

N/A

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

MORE TIME BETWEEN FINAL ACTIVITY BEFORE TEA

WIC 10 SEPT 2019

# manor adventure

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

## SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? NICE ACCOMMODATION  
AND GREAT FOOD, GREAT THAT EVERYTHING IS CONTAINED  
ON-SITE.

Which aspect of your stay was least enjoyed? NOTHING.

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

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?  
WITH REGARD TO SECTION QUESTION 2 SECTION 5 -  
...COULD BE REPHRASED TO 'WHICH INSTRUCTORS' RATHER  
THAN 'WHICH INSTRUCTORS' TO AVOID SINGLING OUT  
INDIVIDUALS - IF PROBLEM EXISTS SPEAK TO MANAGER PRIVATELY.

Where did you hear of Manor Adventure? INTERNET.

What were the reasons for choosing Manor Adventure? VARIETY OF  
ACTIVITIES, ACCOMMODATION AND LOCATION.

Which centre did you visit last year? N/A.

What other visits does your school organise? CAMPING - LAKE  
DISTRICT, LA SANTA, DOVE - LAKES, DALES,  
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: .....  
.....  
.....

## 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**