

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

SCHOOL: PARTY LEADER:
CENTRE: NORFOLK LAKES DATES: 01/11/21 - 05/11/21
NAME OF ACCOMMODATION: SWAN

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 - EXCELLENT

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? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1 - EXCELLENT

Operations (Rooming, outdoor pursuit programmes, support)? 1 - EXCELLENT

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 - EXCELLENT Fire Drill: 1 - EXCELLENT

Room Allocation: 1 - EXCELLENT Introductory Talk: 1 - EXCELLENT

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 - EXCELLENT Teacher Accommodation: 1 - EXCELLENT

Washing & Toilet Facilities: 1 - EXCELLENT Cleanliness / Hygiene: 1 - EXCELLENT

The Grounds: 1 - EXCELLENT Catering: 1 - EXCELLENT

Were there any accommodation problems? N/A

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

Standard of Furnishing? 1 - EXCELLENT

SECTION 4: Meals

Were the meals of an adequate standard? INCREDIBLE - YOU WENT THE EXTRA MILE FOR DIETARY NEEDS - CATERING MANAGER TOP BLOKE

Was there enough to eat? ALWAYS

Was the food served promptly? ALWAYS

Were all dietary requirements catered for? YES - YOU PUT OUR FUSSY EATERS AT EASE AND MADE MEAL TIMES A JOY!

How do you rate the packed lunches? N/A

Any other comments? SEE ABOVE

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 - EXCELLENT Professional: 1 - EXCELLENT

Which Instructors were motivating / clear / enthusiastic?

DAVID - INCREDIBLE NATHAN - WONDERFUL

RHYS - EXCELLENT

How do you rate the outdoor pursuits? 1 - EXCELLENT

How do you rate the outdoor pursuit equipment? 1 - EXCELLENT

What were your pupil's favourite outdoor pursuits? CARVING + SUP

(TEAM GAMES + RAFT BUILDING LESS SO)
+ LOW ROPES

Are there any new outdoor pursuits you would like Manor Adventure to offer? N/A

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

LOWER EXTRA COST OF HIGH ROPES

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *RANGE OF QUALITY*
ACTIVITIES + ATTITUDE OF STAFF

Which aspect of your stay was least enjoyed? *WE LOVED IT ALL*

N.B. *FIRST TG INSTRUCTORS APPARENTLY ON PHONES / NOT ENGAGED*

How do you rate the overall product on a value for money basis? *1 - EXCELLENT*

Will you be considering a further visit with Manor Adventure? *YES - PROVISIONALLY BOOKED FOR 2022/23*

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

A FEW SUGGESTIONS:- MORE HOOKS/PECO ON WALLS IN DORMS & IN ADULT ROOMS FOR DRYING COATS, BATH TOWELS ETC. SHOE RACKS IN HALLWAYS? PECO IN HALLWAYS?

Where did you hear of Manor Adventure? *PREVIOUS VISITS*

What were the reasons for choosing Manor Adventure? *SEE ABOVE*

Which centre did you visit last year? *NORFOLK LAKES*

What other visits does your school organise? *YEAR 4 RESIDENTIAL*

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

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manor adventure

COURSE REPORT FORM

For



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