

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

SCHOOL:
 PARTY LEADER:
 CENTRE: *Norfolk Lakes* DATES: *13 ~ 17th June*
 NAME OF ACCOMMODATION: *Kingfisher & 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?
 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? *N/A*
 How professional was the Presentation Evening? *N/A*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *1*
 Operations (Rooming, outdoor pursuit programmes, support)? *1*
 Preview visit to the centre? *N/A*

SECTION 2: Arrivals

General Welcome: *2* Fire Drill: *2*
 Room Allocation: *2* Introductory Talk: *2*

SECTION 3: Centre Facilities:

Pupil Accommodation: *2* Teacher Accommodation: *1*
 Washing & Toilet Facilities: *1* Cleanliness / Hygiene: *1*
 The Grounds: *1* Catering: *quality 1, time keeping 4*
 Were there any accommodation problems? ** Kingfisher 3*
 - not clear 1 bedroom was a 3 person room
 Standard of cleanliness / tidiness? (teacher & pupil) *Excellent*

Standard of Furnishing? *Excellent*

SECTION 4: Meals

Were the meals of an adequate standard? *Excellent food, great variety & generous portions*

Was there enough to eat? *Yes*

Was the food served promptly? *There were issues this week & meals were late. Instructors had to help serve food or adjust session timings.*
 Were all dietary requirements catered for? *Yes - great*

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?
 The more experienced instructors are kind, helpful & clear. Excellent role models for new team members

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? *SUP, GSUP, CAVING, HIGH ROPES, BLIND TRAIL*

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?
 Wide Games ~ 'ordinary'

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *It's a really positive experience - activities + food!*

Which aspect of your stay was least enjoyed? *Meal timings, long waits + then rushing to activities*

How do you rate the overall product on a value for money basis? *At the moment good value but it could become too expensive (eg £500)*

Will you be considering a further visit with Manor Adventure? *Yes - booked for 2023*

Have you any further general comments which you feel would be useful to us? *You need to recognise the importance of looking after your staff (time-off + working hours) in order to keep them.*

Where did you hear of Manor Adventure? *N/A.*

What were the reasons for choosing Manor Adventure? *Quality. A really positive experience. High quality instructors range of activities, good food + accommodation*

Which centre did you visit last year? *Norfolk Lakes*

What other visits does your school organise? *N/A*

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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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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