

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: Nonnal' Lancy DATES: 20 - 22nd June 2022
NAME OF ACCOMMODATION: GREBE / 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? YES - PRE VISIT VERY HELPFUL
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: 3 Fire Drill: 3 ^{+ / INCONSISTENT} _{AMMIED SENIOR EXISTING}

Room Allocation: 2 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 ^{SECURITY} _{SCENERY} Catering: 2

Were there any accommodation problems? AND IN ONE OF THE BATHROOMS

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 2 YES Plenty of 1/2 ~

Was there enough to eat? YES!

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? VARIED ^{Water Based ~}
Helpful: 1/3 Professional: 1/3 ^{1 Excellent -}
_{CATERING FOR ALL}

Which Instructors were motivating / clear / enthusiastic?
JOE LAKES - DIS CANOE ^{PEOPLE BOARDING}
_{NO OTHER NAMES REMEMBERED} ^{IN DINING ROOM GIRL WHO HELPED}
_{PEOPLE BIRTHDAY SURPRISE}

How do you rate the outdoor pursuits? Water Based 1 /
Day Activities 3

How do you rate the outdoor pursuit equipment? Outdoor 1 / Indoor
3

What were your pupil's favourite outdoor pursuits? Prose Barrage /
Big Canoe / Blind Tunn

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

Scavenger Hunt V. DIFFICULT - TOPIC NOT FAMILIAR BINGO ^{good to offer}
NOT EVENING QUIZ Evening Quiz ^{could be playmate - teacher}
Do you have any suggestions on how we could improve our product or outdoor pursuits?
As Above ~ * No All Instructors Care of the Evenings or Activities
Plus Pupils Enjoying RIFLES ~ would like to A lot of changes ~ expect a little

