

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities were very successful - positivity of staff*

Which aspect of your stay was least enjoyed? *Buzzers / confusion and slower service at meal times*

How do you rate the overall product on a value for money basis? *comparable to other providers & reasonable*

Will you be considering a further visit with Manor Adventure? *Yes depending on price variation*

Have you any further general comments which you feel would be useful to us?
the turnover of instructors in last year has meant some decrease in the confidence in leading all activities

Where did you hear of Manor Adventure? *Previous visit*

What were the reasons for choosing Manor Adventure? *convenient location, good service in booking & experience when here*

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

What other visits does your school organise? *PGL, London residential, local one-night stay*

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:



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
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manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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



Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy



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: No. 10th Lakes DATES: 19-21 April 23
NAME OF ACCOMMODATION: Bittern

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

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: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? soap in girls dormitories

not regulated

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

.....

Standard of Furnishing? 3

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2 portion sizes for

..... human adults

Was there enough to eat?

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

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

No

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Were the Instructors motivating / clear / enthusiastic? 2

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? GSUP, obstacle course

Survival skills, arden

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?