

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: S. JONES
CENTRE: NORFOLK DATES: 16-19 June
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? I didn't use it!
We were sent out we needed

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? Very Good

Customer Services (Bookings, payments, support)? Excellent

Operations (Rooming, outdoor pursuit programmes, support)? Excellent

Preview visit to the centre? Didn't, didn't know it was a preview

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? We asked for more floor mats as

we didn't have enough and we weren't given them.

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

Standard of Furnishing? 2

give the

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Catering staff were exceptional

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?
I think so, yes

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Were the Instructors motivating / clear / enthusiastic? 1

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? Canoe Paddle Boarding

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?

We found our instructor to go over the line a little bit with the kids - he didn't listen to them when they wanted to stop and were scared.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Organisation, food, activities*

Which aspect of your stay was least enjoyed? *N/A*

How do you rate the overall product on a value for money basis? *4/5*

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?

Where did you hear of Manor Adventure? *Re-booked from last year*

What were the reasons for choosing Manor Adventure? *Good experience previously*

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

What other visits does your school organise? *Day trips - Kaw Gardens, Edge*

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*

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

