

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Variety of the activities*

Which aspect of your stay was least enjoyed? *The weather which could not be helped.*

How do you rate the overall product on a value for money basis? *product is good but could have been a little cheaper.*

Will you be considering a further visit with Manor Adventure? *Yes, but we would like to tweak a few things.*

Have you any further general comments which you feel would be useful to us?
• Keeping the staff area open for a longer time as it is the only place with WiFi. There should be a bit more flexible with food times. Sessions are a little too long

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *Very good presentation and range of activities*

Which centre did you visit last year? *Kingswood*

What other visits does your school organise? *Key stage 3 residential. Key stage 4 educational trips abroad.*

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? *NO*

Name: Name:

Address: Address:

*manor
adventure*

Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
Telephone: 01584 861333 Website: www.manoradventure.com

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

LOK 21 (F-S) WSE 2015

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

SCHOOL: ARTY LEADER:
CENTRE: NORFOLK LAKES DATES: 24th May to 26th May 2024
NAME OF ACCOMMODATION: KINGFISHER AND 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

How could we improve our website, www.manoradventure.com? PROPER ONLINE VIEW OF THE ACCOMMODATION

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? Very good explanation

How professional was the Presentation Evening? Excellent

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? GOOD

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

Preview visit to the centre? no

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: OK Introductory Talk: Good

SECTION 3: Centre Facilities

Pupil Accommodation: OK Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Nice open area and good layout.

Were there any accommodation problems? One staff member wanted to change her room and was unable to do so.

Standard of cleanliness / tidiness? (teacher & pupil) Teachers rooms were Very good.

Standard of Furnishing? Very good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Good

Was there enough to eat? Yes

Was the food served promptly? Good

Were all dietary requirements catered for? Very Good

How do you rate the packed lunches?

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

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

Good Team Leader

How do you rate the Centre Staff / Instructors?

Helpful: just about Professional: Head of Centre not good better customer service

Were the Instructors motivating / clear / enthusiastic? Most of them

How do you rate the outdoor pursuits? Good didn't have one available due to curing after school sickness bugs and sorting rooms.

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits? Kayak

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?

Activities getting students involve with nature