

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

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]

CENTRE: NORFOLK LAKES DATES: 25TH - 29TH MARCH 2019

NAME OF ACCOMMODATION: SWAN 1-5 GREBE 5

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? N/A

How could we improve our website, www.manoradventure.com?

N/A

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: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? No.

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? YES - PLENTY TO EAT

Was there enough to eat? YES, DEFINITELY

Was the food served promptly? YES.

Were all dietary requirements catered for? YES (COULD DIET CARDS BE NAMED + PRINTED?)

How do you rate the packed lunches? N/A

Any other comments? RED INK COMES OFF TOO EASILY.

CHEF VERY GOOD WITH SPECIFIC BOYS AND VERY ATTENTIVE TO THEIR NEEDS.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

ALL THE INSTRUCTORS WERE VERY GOOD, WE COULDN'T FAULT THEM. VERY FRIENDLY + APPROACHABLE.

How do you rate the outdoor pursuits? VERY GOOD.

How do you rate the outdoor pursuit equipment? VERY GOOD.

What were your pupil's favourite outdoor pursuits? TOP 2 WERE 'SUPS' + 'CAVING'.

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

NOT AT THE MOMENT

Do you have any suggestions on how we could improve our product or outdoor pursuits?

N/A

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? WATER ACTIVITIES

Which aspect of your stay was least enjoyed? THERE WERE NONE

How do you rate the overall product on a value for money basis? VERY GOOD

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?

MAYBE SHOE RACKS IN CLOAKROOMS FOR WET/DIRTY SHOES? CAN INTERNAL TELEPHONES BE CONNECTED TO ALL BLOCKS IF SCHOOL GROUPS SPILL OVER INTO MORE THAN 1? COULD 2 BINS BE PROVIDED FOR SPEEDING UP SCRAPING PLATES?

Where did you hear of Manor Adventure? N/A

What were the reasons for choosing Manor Adventure? VERY WELL RUN

AND ORGANISED. STAFF VERY GOOD. GOOD STAFFING RATIOS

Which centre did you visit last year? NORFOLK LAKES

What other visits does your school organise? CHATEAU DU BROUËL

WITH YEAR 6.

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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manor adventure

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 Brouël



Le Château du Brouël, France