

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: WILLERSLEY CASTLE DATES: 12-14th JULY
NAME OF ACCOMMODATION: CASTLE

Please score on the following basis if not making any comment:
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

Sorry - wrong scoring system!

SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? 2

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

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: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 3

Were there any accommodation problems? Staff showers - one boiling / one freezing cold

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 3

Pizza not great, some portions very small

Was there enough to eat? 3 Not at some meals

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? —

Any other comments? Mould on bread both days - more than one loaf - out of date.

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 good - Matty - V. good
Group 5 - Rifle shooting - not sure of her name.

How do you rate the outdoor pursuits? 1

Loved climbing

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Grass sledging / axe throwing / climbing

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

Pool to be in use.

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

At a designated group leader - for staff + kids

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Range of activities / Setting / Cleanliness / Teacher Room*

Which aspect of your stay was least enjoyed? *Food - very average*

How do you rate the overall product on a value for money basis? *2*

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?

*It would good to have a leader to check in with/ask questions.
Attitude of server in kitchen (one member of staff)*

Where did you hear of Manor Adventure? *Internet*

What were the reasons for choosing Manor Adventure? *Setting / Castle / activities / Used Manor before in Norfolk*

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

What other visits does your school organise? *PGL / Kand Farm*

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

12th - 14th July

manor adventure

COURSE REPORT FORM

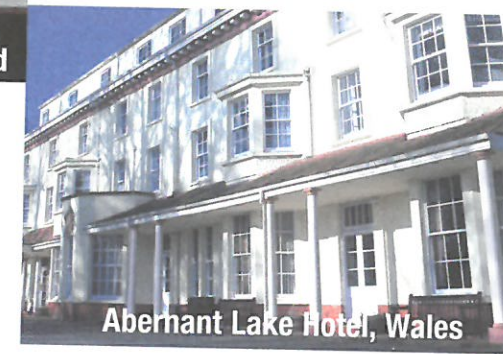
For



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 Broutel



Le Château du Broutel, France