

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? THE SUPERMANAGER,
ACTIVITIES + STAFF.

Which aspect of your stay was least enjoyed? A TOUGH ONE!

How do you rate the overall product on a value for money basis? EXCELLENT!

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?

- Shorter water sports activities.
- Did we really need to line the children up outdoors before the dives? Didn't last year + it wasted time!

Where did you hear of Manor Adventure? REPEAT CUSTOMER. Sorry!

What were the reasons for choosing Manor Adventure? CONFERENCE ONLY IN PROGRESS. Amazing Staff.

Which centre did you visit last year? WILKESLEY CASTLE

What other visits does your school organise? WHITEMOOR LAKES FC WEEK 4.

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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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

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: WILLEMSLEY CASTLE DATES: 9/10 - 13/10
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

SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? YES

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

JUST A LITTLE DATED.

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

Did he provide a fair description of our centre and product? NIA

How professional was the Presentation Evening? NIA

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1 - WE LOVE ANNE!

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? 1 (LAST YEAR)

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: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? SOME SHOWERS NOT WORKING EFFECTIVELY BUT PROBLEM WAS ADDRESSED.

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1 ABOVE + BEYOND!
TRACY + HER TEAM ARE EXCEPTIONAL.

Was there enough to eat? 1 DEFINITELY. ☺

Was the food served promptly? 1 ☺

Were all dietary requirements catered for? YES! ESPECIALLY GLUTEN FREE. THANK-YOU!

How do you rate the packed lunches? NIA.

Any other comments? THE EXTRAS I.E. CAKE, WERE REALLY APPRECIATED!
→ photos of 'stage' with names?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

ZAK! CHRIS. PAUL. MATTY!
ELLE (AKA. PIERCING!)

How do you rate the outdoor pursuits? EXCELLENT CHOICE 1

How do you rate the outdoor pursuit equipment? GREAT 1

What were your pupil's favourite outdoor pursuits? WATER SPORTS.
INITIATIVE AEROBALL, GREAT SLIDING, BLIND TALK

Are there any new outdoor pursuits you would like Manor Adventure to offer? NIGH BRES? LEAP OF FAITH?

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

* BUNCAFT COULD BE A SINGLE SESSION
* SOMETHING FOR CHILDREN TO DO AS THEY WAIT
→ A REWARDS SCHEME AS A BEHAVIOUR MOTIVATOR ACROSS THE CENTRE.