

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Interacting with the instructors*

Which aspect of your stay was least enjoyed? *Aerobal - Didn't fill the whole season time*

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? *I am going to try*

Have you any further general comments which you feel would be useful to us?
*more efficient drying rooms for number of pupils
break room very good*

Where did you hear of Manor Adventure? *I used to work here*

What were the reasons for choosing Manor Adventure? *value and choice of activities*

Which centre did you visit last year? _____

What other visits does your school organise? _____

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:
.....
.....



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

School: _____ Date: 15th - 17th April

NAME	FORM SEEN	ACTION/COMMENTS



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



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: Abernont DATES: 15th - 17th April
NAME OF ACCOMMODATION:

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?

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

Did he provide a fair description of our centre and product? Yes
How professional was the Presentation Evening? Yes
How did you rate our pre-visit administration? Very good + clear
Customer Services (Bookings, payments, support)? very good
Operations (Rooming, outdoor pursuit programmes, support)? very good
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 2 Teacher Accommodation: 2
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2
The Grounds: 1
Were there any accommodation problems? Some rooms too hot
Standard of cleanliness / tidiness? (teacher & pupil) 1
Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes
Was there enough to eat? Yes
Was the food served promptly? Yes
Were all dietary requirements catered for? Yes
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?
Yes but not clear
How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1
Were the Instructors motivating / clear / enthusiastic? Yes
How do you rate the outdoor pursuits? 2 - because of Aeroball
How do you rate the outdoor pursuit equipment? 2
What were your pupil's favourite outdoor pursuits? SUP, B/T, LIC, RAFT, Abseiling
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?
More Animal encounters.