



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: *Abernant* ..... DATES: *3-7 June* .....  
NAME OF ACCOMMODATION: *Hotel* .....

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 ? *All great*

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 *2* ..... Teacher Accommodation: *2* .....

Washing & Toilet Facilities: *3* ..... Cleanliness / Hygiene: *3* .....

The Grounds: *2* .....

Were there any accommodation problems? *shower broken in one.*

Standard of cleanliness / tidiness? (teacher & pupil) *Teacher: 1 Pupil: 1*

Standard of Furnishing? *Teacher: 3 Pupil: 4*

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? *1*

Was there enough to eat? *1*

Was the food served promptly? *1*

Were all dietary requirements catered for? *1*

How do you rate the packed lunches? *Not known yet. Hopefully*

*good.*

Any other comments? *Gluten free child could have been pra still*

### SECTION 5: Centre Staff & Outdoor Pursuits

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

*Not sure*

How do you rate the Centre Staff / Instructors?

Helpful: *1* ..... Professional: *2* .....

Were the Instructors motivating / clear / enthusiastic? *1*

*Alan was super.*

How do you rate the outdoor pursuits? *1*

How do you rate the outdoor pursuit equipment? *1*

What were your pupil's favourite outdoor pursuits? *Lake challenge / Rifle shooting*

Are there any new outdoor pursuits you would like Manor Adventure to offer? *No*

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