

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, WALES DATES: 19th - 21st JUNE
NAME OF ACCOMMODATION: ABERNANT LAKE 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?

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 3

Preview visit to the centre? BEEN BEFORE

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation 3 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? PROBLEMS WITH DOOR NOT LOCKING (RM 102). PLUGS NOT LETTING WATER DRAIN FROM SINKS.

Standard of cleanliness / tidiness? (teacher & pupil) TEACHER = 1, PUPIL = 1

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 3

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? N/A

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

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? ALMOST ALL WERE BUT UNDERSTAND IF SOME CHILDREN ARE CHALLENGING.

How do you rate the outdoor pursuits? 3

How do you rate the outdoor pursuit equipment? 3

What were your pupil's favourite outdoor pursuits? WATER SPORTS, CLIMBING, ABSEILING,

Are there any new outdoor pursuits you would like Manor Adventure to offer? MINI GOLF, NERF GUN (LIKE PAINTBALL), FOOTGOLF,

Do you have any suggestions on how we could improve our product or outdoor pursuits? GAMES ROOM (BOARD GAMES, TABLE TENNIS ETC). TUCK SHOP (MANNED BY OWN STAFF IF NEC WITH TIME SLOTS). FOOTBALL PITCH MARKED. OBSTACLE COURSE HAD ALOT OF WAITING AROUND AS WAS SURVIVAL SKILLS.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? THE ACTIVITIES

Which aspect of your stay was least enjoyed? THE UNSTRUCTURED TIMES

How do you rate the overall product on a value for money basis? NOT AS GREAT THIS YEAR DUE TO SOME ACTIVITIES (AS MENTIONED EARLIER)

Will you be considering a further visit with Manor Adventure? YES AS IT GOOD FOR TRANSITION

Have you any further general comments which you feel would be useful to us?
HAD ISSUES WITH ~~AM~~ SCHOOL STAYING IN TENTS (NOT FROM OUR CLUSTER).

Where did you hear of Manor Adventure? BEEN MANY TIMES BEFORE

What were the reasons for choosing Manor Adventure? CLUSTER RESIDENTIAL.

Which centre did you visit last year? ABERNANT

What other visits does your school organise? NO OTHER RESIDENTIALS

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:



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manor adventure

COURSE 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

