important to us and will be assessed by our management team.
SCHOOL: PARTY LEADER:  CENTRE: ABERNANT, WALES DATES: 19 <sup>th</sup> -21 <sup>st</sup> 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?  How professional was the Presentation Evening?  How did you rate our pre-visit administration?  Customer Services (Bookings, payments, support)?  Operations (Rooming, outdoor pursuit programmes, support)?  Preview visit to the centre?  BEEN REFORE
SECTION 2: Arrivals  General Welcome: 2 Fire Drill: 2  Room Allocation: 1 Introductory Talk: 2
Pupil Accommodation 3 2 3 Teacher Accommodation:  Washing & Toilet Facilities:  Cleanliness / Hygiene:  The Grounds:  Were there any accommodation problems?  PROBLEMS WITH DOOR NOT LOCKING (RM 10 SPAIN) FROM SINKS.  Standard of cleanliness / tidiness? (teacher & pupil)  TEACHER = 1 , PUPIL = 1
Standard of Furnishing?2

We constantly strive to improve our high standards. Your comments are very

SECTION 4: Catering / Meals  Were the meals of an adequate standard?
Was there enough to eat?
Was the food served promptly?
Were all dietary requirements catered for?
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?
low do you rate the Centre Staff / Instructors?
Vere the Instructors motivating / clear / enthusiastic? ALMOST ALL WERE BUT UNDERSTAND IF SOME CHILDREN ARE CHALLENGING.
low do you rate the outdoor pursuits?3
low do you rate the outdoor pursuit equipment?3
hat were your pupil's favourite outdoor pursuits? WATER SPORTS, CLIMBING, ABSEIUNG,
re there any new outdoor pursuits you would like Manor Adventure to offer? MINI GOLF, IERF GWN (LIKE PAINTEAU), FOOTGOLF,
O you have any suggestions on how we could improve our product or outdoor pursuits?  GAMES ROOM, BOARD GAMES, TABLE TERMIS ETC). TUCK SHOP  JANNED BY DWN STAFF IF NEC TO WITH TIME SLOTS). FOOTBALL PITCH  MARKED, OBSTACLE COURSE HAD ALOT OF WAITING AROUND AS  AS 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 MENTIONES 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?  HAS ISSUES WITH AM SCHOOL STAYING IN TONTS NOT PRO 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? ABCRNANT What other visits does your school organise? NO. DTHER 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:
Address: Address:
<u> </u>

## manor adventure

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

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## COURSE REPORT FORM

for

Culmington Manor, Shropshire Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

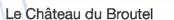
Norfolk Lakes, Norwich

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 de Warsy