

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: Es Manor DATES: 10/02 - 14/02 2020

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

Did you find the brochure accurate and informative? 3

How could we improve our website, www.manoradventure.com?
..... Nothing

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

Did he provide a fair description of our centre and product? 2

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? N/A

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: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems?
..... No

Standard of cleanliness / tidiness? (teacher & pupil)
..... Good

Standard of Furnishing? 4

SECTION 4: Meals

Were the meals of an adequate standard?

NO

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?

N/A

Any other comments?

No

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 0

Which Instructors were motivating / clear / enthusiastic?

Majority were Brilliant

A few staff were sitting around

How do you rate the outdoor pursuits?

Very good

How do you rate the outdoor pursuit equipment?

Very good

What were your pupil's favourite outdoor pursuits?

RIFLES / Climbing,
Zip wire and Obstacle Course

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Not Muddy for final day / Roasting Marshmallows

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

Some activities to mean waking up. Could
be engaged with ~~staff~~ Teachers More

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Caring / Length*
of day, - Full packed day.

Which aspect of your stay was least enjoyed?
Teachers accommodation.

How do you rate the overall product on a value for money basis?
Fantastic value of money.

Will you be considering a further visit with Manor Adventure?
100%

Have you any further general comments which you feel would be useful to us?

Thank you Elliot for supporting us through dealing with a 'sticky situation'!

Where did you hear of Manor Adventure? *Previous experience.*

What were the reasons for choosing Manor Adventure?
Fantastic Previous experience!

Which centre did you visit last year? *First time.*

What other visits does your school organise?
Everdon Centre.

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com