

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: *Culmington Manor*

DATES: *11-13 March 2020*

NAME OF ACCOMMODATION: *MEWS (B&B)*

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? *Yes*

How could we improve our website, www.manoradventure.com?

would be nice to see sample menus + time tables

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? *N/A*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *excellent*

Operations (Rooming, outdoor pursuit programmes, support)? *excellent*

Preview visit to the centre? *Very Good*

SECTION 2: Arrivals

General Welcome: *Great*

Fire Drill: *Great*

Room Allocation: *Great*

Introductory Talk: *Great*

SECTION 3: Centre Facilities:

Pupil Accommodation: *acceptable*

Teacher Accommodation: *Great*

Washing & Toilet Facilities: *good*

Cleanliness / Hygiene: *Great*

The Grounds: *superb*

Catering: *Superb*

Were there any accommodation problems? *I didn't like the adult*

rooms being upstairs away from the children

Standard of cleanliness / tidiness? (teacher & pupil) *good*

Standard of Furnishing? *Good*

SECTION 4: Meals

Were the meals of an adequate standard? *Yes - Great food*
= Shame some food ran out before all served

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? *Very helpful, organized and friendly staff*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *10/10* **Professional:** *8/10*

Which Instructors were motivating / clear / enthusiastic?

Mostly

How do you rate the outdoor pursuits? *Great*

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

What were your pupil's favourite outdoor pursuits? *High roped, zip wire,*

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 staff to help harness and un-harness children

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of it.*

Which aspect of your stay was least enjoyed? *adult rooms away from children*

How do you rate the overall product on a value for money basis? *Good*

Will you be considering a further visit with Manor Adventure? *Yes - but would want different accommodation*

Have you any further general comments which you feel would be useful to us?
Hot drinks for staff in deaner hall.

Where did you hear of Manor Adventure? *Rep called into school*

What were the reasons for choosing Manor Adventure? *longer activities - discount on coach*

Which centre did you visit last year? *PGL - Caythorpe*

What other visits does your school organise? *Pioneer - Kidderminster*

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

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