

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*..... DATES: *4-6th March*.....

NAME OF ACCOMMODATION: *The Barn*.....

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?

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)? *Good*.....

Operations (Rooming, outdoor pursuit programmes, support)? *Good*.....

Preview visit to the centre? *Good*.....

SECTION 2: Arrivals

General Welcome: *Good*..... Fire Drill: *Good*.....

Room Allocation: *Good*..... Introductory Talk: *Good*.....
We have changes after our first allocation

SECTION 3: Centre Facilities:

Pupil Accommodation: *Good*..... Teacher Accommodation: *Good*.....

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

The Grounds: *pleasant*..... Catering: *Good - excellent choice*.....

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

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

drying room for sole use was very useful......

Standard of Furnishing? *Good / functional*.....

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? plentiful

Was the food served promptly? Very prompt

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? all catering staff were very friendly - impressed by their enthusiasm + hard work

We'd enjoyed tea/coffee for staff with the treats.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ✓ Professional: ✓

Which Instructors were motivating / clear / enthusiastic?

Jess Darren
Oscar Phoebe

How do you rate the outdoor pursuits? Good choice + length of activity

How do you rate the outdoor pursuit equipment? No problems with equipment used + functional

What were your pupil's favourite outdoor pursuits? canoeing / kayaking

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *range of activities*
- children kept active

Which aspect of your stay was least enjoyed? *Food!!!*

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*

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

bedtime drink for children - hot chocolate
after the night activity

- Each group to have a Key Instructor who can
give out certificates at an end of visit briefing.

Where did you hear of Manor Adventure? *via local*

What were the reasons for choosing Manor Adventure?

Proximity to the school for Y3/4

Quality of centre

Which centre did you visit last year? *Y5/6 Arthog Y3/4 Pioneer*

What other visits does your school organise? *- city breaks*

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