

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: 26 - 28 June
NAME OF ACCOMMODATION: Mews

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?

SECTION 2: Arrivals

General Welcome: good 3 Fire Drill: good 3

Room Allocation: good 3 Introductory Talk: good 3

SECTION 3: Centre Facilities

Pupil Accommodation: good 3 Teacher Accommodation: good 3

Washing & Toilet Facilities: good 3 Cleanliness / Hygiene: good 3

The Grounds: Excellent, plenty of usage space

Were there any accommodation problems? our children were intimidated

by a group of children from another school.

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

Standard of Furnishing? good 3

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - 3

Was there enough to eat? Yes - 3

Was the food served promptly? Yes - 3 - although dining hall very busy

Were all dietary requirements catered for? yes 3

How do you rate the packed lunches? N/A

Any other comments? the catering staff very pleasant -

always greeting the children and staff when serving

(2)

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: yes (2) (2) Professional: (2)

Were the Instructors motivating / clear / enthusiastic? (2) Yes

How do you rate the outdoor pursuits? (2)

How do you rate the outdoor pursuit equipment? (2)

What were your pupil's favourite outdoor pursuits? axe throwing and Absideg

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?

Zones - allocation of areas for free time - re

football and games - this was problematic when another

school who were staying in the manor tried to take over

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All Activities -*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *(3)*

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?

We had to request first aid and it was dealt with promptly and efficiently -

Where did you hear of Manor Adventure? *We have visited before*

What were the reasons for choosing Manor Adventure? *as above - / it offers a range of experiences within a safe environment*

Which centre did you visit last year? *Culmington Manor -*

What other visits does your school organise?

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

