

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: ... [REDACTED]

CENTRE: Excursion Manor DATES: 26 - 30 April 2019

NAME OF ACCOMMODATION: WOODLAND VILLAS

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? 1

How could we improve our website, www.manoradventure.com?
It gives the information required

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

Did he provide a fair description of our centre and product? 1 - (Last year)

How professional was the Presentation Evening? Nil

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? 1 (last year)

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? None

Standard of cleanliness / tidiness? (teacher & pupil) 1 Very Clean & Tidy

Standard of Furnishing? 1 - But could do with either more chairs or another sofa in lounge.

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Excellent food + Excellent Catering staff

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

..... All of the instructors were motivating gave clear instructions and were enthusiastic. Lots of encouragement.

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? A mix of Shooting, Obstacle course and Raft building

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

..... Cannot think of any as you have a variety to suit all

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

..... I think you have it right excellent variety great accessible and food

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *N/A*

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

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?

*As an learner area bit older. Tea + coffee
at meal times would be good.*

Where did you hear of Manor Adventure? *Through a colleague at work*

What were the reasons for choosing Manor Adventure? *Everything we needed
to complete what we needed our learners to do.*

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

What other visits does your school organise? *Various - But this is
the only Adventure Training visit.*

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? *No at this time but
will recommend if asked
by anyone*

Name:

Name:

Address:

Address:

manor adventure

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