

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: CULMINGTON MANOR DATES: 13th - 15th FEB

NAME OF ACCOMMODATION: THE MENS

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?  
MORE INFORMATION / IMAGES OF SLEEPING AREAS

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)? EXCELLENT (1)

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

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: EXCELLENT 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) EXCELLENT, PERFECTLY FUNCTIONAL

Standard of Furnishing? EXCELLENT (1)

#### SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES, MORE VEGETARIAN

SELECTION WOULD HAVE BEEN NICE

How do you rate the packed lunches? N/A

Any other comments? -

#### 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 THEM - HARRY IN PARTICULAR

How do you rate the outdoor pursuits? 1 EXCELLENT

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? ABSEILING / CLIMBING

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?

MAYBE MORE LIGHTING WHEN COMPLETING AT NIGHT

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? THE EASE AND ORGANISATION OF THE WHOLE EXPERIENCE .

Which aspect of your stay was least enjoyed? THE COLD WEATHER ☺

How do you rate the overall product on a value for money basis? 1 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?

CHANGING THE RATING QUESTIONS TO MULTIPLE CHOICE ON THIS QUESTIONNAIRE .

Where did you hear of Manor Adventure? PREVIOUS VISITS .

What were the reasons for choosing Manor Adventure? PAST EXPERIENCES .

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**

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