

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: 3-7th/6/19

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

Did you find the brochure accurate and informative? N/A

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

N/A

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)? ~~4~~ ①

Operations (Rooming, outdoor pursuit programmes, support)? ②

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: ① Fire Drill: ①

Room Allocation: ① Introductory Talk: KIDS ①

Staff - wasn't one

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? Shower wouldn't turn off. (MS) nobody available to fix (maintenance) at 10:30 staff tried!

Standard of cleanliness / tidiness? (teacher & pupil)

1

Standard of Furnishing? staff ① pupil 2

SECTION 4: Meals

Were the meals of an adequate standard? 2

Was there enough to eat? yes! children need to be more aware of how much / what combination they can have.

Was the food served promptly?

yes. 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Charlotte Jen Ro Chris Curtis

In general very high standard - can't remember all names

How do you rate the outdoor pursuits?

2 - could do more when waiting around

How do you rate the outdoor pursuit equipment? 3/4 more archery equipment + fencing equipment

What were your pupil's favourite outdoor pursuits? obstacle course,

confidence course water polo maze

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

mountain boarding.

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

A few sessions had 2 groups with one instructor which was hard.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? food + activities

Which aspect of your stay was least enjoyed? Some instructors were better at forming relationships with children than others

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?

Differences in instructors - behaviour, management and positivity with challenging children.

Where did you hear of Manor Adventure? NA

What were the reasons for choosing Manor Adventure? range of activities + setting

Which centre did you visit last year? SAME

What other visits does your school organise? Y4 camp - 2 nights away

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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