

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: ..... DATES: 6-8/3/19

NAME OF ACCOMMODATION: Manor House

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?

A very detailed + informative website

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)? (1)

Operations (Rooming, outdoor pursuit programmes, support)? (1)

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: (2) Fire Drill: (1)

Room Allocation: (1) Introductory Talk: (2)

### SECTION 3: Centre Facilities:

Pupil Accommodation: (2) Teacher Accommodation: (2)

Washing & Toilet Facilities: (2) Cleanliness / Hygiene: (1)

The Grounds: (1) Catering: (1)

Were there any accommodation problems? Showers took a while to

warm up and were then too hot

Standard of cleanliness / tidiness? (teacher & pupil) Staff constantly keeping

on top of cleaning in all areas

Standard of Furnishing? Perfect for what is needed

#### SECTION 4: Meals

Were the meals of an adequate standard? *Excellent choices + very tasty.*

Was there enough to eat? *Yes*

Was the food served promptly? *Yes*

Were all dietary requirements catered for? *Yes*

How do you rate the packed lunches? *N/A*

Any other comments? *Funny eaters weren't allowed what they wanted eg, no Yorkshire Pudding, unless you were having sausage.*

#### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *①* Professional: *①*

Which Instructors were motivating / clear / enthusiastic?

*Nearly all instructors motivated the children and were very enthusiastic even at the lake on a cold and wet day!*

How do you rate the outdoor pursuits? *②*

How do you rate the outdoor pursuit equipment? *①*

What were your pupil's favourite outdoor pursuits? *Blind Train, obstacle course, abseiling*

Are there any new outdoor pursuits you would like Manor Adventure to offer? *N/A*

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

*Team games - children were bored of playing cricket in the dark after 1/2 hr. Could change game.*

## SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ... A great range of activities.

Which aspect of your stay was least enjoyed? ... The cold!! Disappointed that zipwire was out of action.

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

I think the booklet states that children shouldn't bring wellies. If so, allowing the children to bring wellies to get to activities + then change footwear.

Where did you hear of Manor Adventure? ... Previous School (Greenfields)

What were the reasons for choosing Manor Adventure? ... Professional, enthusiastic staff; cleanliness; quality of food.

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

What other visits does your school organise? ... Residential in Y5 to Plas Ugon, Bales, Wales

## 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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