

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: *11th - 15th March*

NAME OF ACCOMMODATION: *The 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? *Excellent*

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

It's good and very informative. Maybe a clearer look at the accommodation - pictures

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

Did he provide a fair description of our centre and product? *Excellent*

How professional was the Presentation Evening? *Excellent*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *Excellent*

Operations (Rooming, outdoor pursuit programmes, support)? *Excellent*

Preview visit to the centre? *N/A*

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: *2* Cleanliness / Hygiene: *1*

The Grounds: *1* Catering: *1*

Were there any accommodation problems? *Leak in M3 toilet and dropping ceiling in M8.*

Standard of cleanliness / tidiness? (teacher & pupil) *1*

Standard of Furnishing? *1*

SECTION 4: Meals

Were the meals of an adequate standard? *Great variety and great portion sizes*

Was there enough to eat? *Plenty - nobody went hungry*

Was the food served promptly? *1*

Were all dietary requirements catered for? *1*

How do you rate the packed lunches? *1*

Any other comments? *The staff were incredibly friendly and very helpful.*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic? *Curtis - motivating Harry - very enthusiastic and supportive.*

Ben - knew the children well. & Sam - motivating and clear Josh Sparks - very enthusiastic and children loved boat boxing

How do you rate the outdoor pursuits? *1*

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

What were your pupil's favourite outdoor pursuits? *High ropes, Maze, Jacob's Ladder, Rifles and Archery.*

Are there any new outdoor pursuits you would like Manor Adventure to offer? *Zip-wire to be back*

Do you have any suggestions on how we could improve our product or outdoor pursuits? *Better changing facilities for kayaking and canoeing*

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The varieties of activities and the enthusiastic instructors.*

Which aspect of your stay was least enjoyed? *Canoeing and kayaking due to unfortunate weather.*

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

Will you be considering a further visit with Manor Adventure? *Definitely*

Have you any further general comments which you feel would be useful to us?

The air rifle ~~to~~ pellets were different this year to other years and they didn't seem to shoot as well as before.

Where did you hear of Manor Adventure? *We come yearly.*

What were the reasons for choosing Manor Adventure? *Variety of activities, friendly/helpful instructors, good accomodation and great quality food.*

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

What other visits does your school organise? *Short stay residential for Year 5.*

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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