

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: 13-15 NOVEMBER

NAME OF ACCOMMODATION: HEWS

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? ..... 3

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

MORE VIDEOS OF ACTIVITIES, LINKS DON'T ALWAYS WORK  
CHILD FRIENDLY

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

Did he provide a fair description of our centre and product? ..... ✓

How professional was the Presentation Evening? ..... ✓

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? ..... 3

Operations (Rooming, outdoor pursuit programmes, support)? ..... 3

Preview visit to the centre? ..... 2

### SECTION 2: Arrivals

General Welcome: ..... 2 ..... Fire Drill: ..... 2

Room Allocation: ..... 2 ..... Introductory Talk: ..... 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 5 ..... Teacher Accommodation: ..... 1

Washing & Toilet Facilities: ..... Cleanliness / Hygiene: .....

The Grounds: ..... 4 ..... Catering: ..... 1

Were there any accommodation problems? ..... MINOR ISSUES DEALT WITH QUICKLY

Standard of cleanliness / tidiness? (teacher & pupil) PUPIL ROOMS SMELT, WEREN'T AS CLEAN AS EXPECTED - STILL ITEMS FROM PREVIOUS OCCUPANTS.

Standard of Furnishing? .....

MATRESSES + PILLOW NOT REALLY FIT  
FAD DIDN'T SMELLY + STAINED

#### 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

How do you rate the packed lunches? N/A

Any other comments? KITCHEN STAFF FRIENDLY  
AND WELCOMING

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

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

SOME MORE THAN OTHERS

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? ABSEILING,  
ARCHERY

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
MAIN INSTRUCTOR PER GROUP SO THEY  
CAN GET TO KNOW CHN -

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? ... FOOD .....

Which aspect of your stay was least enjoyed? .....

..... WEATHER! .....

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

..... 2 .....

Will you be considering a further visit with Manor Adventure? .....

..... POSSIBLY .....

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

Where did you hear of Manor Adventure? ... WEBSITE .....

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

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

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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