

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

(HT)

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]

CENTRE: Manor Manor DATES: 23/10 - 27/10

NAME OF ACCOMMODATION: The Manor

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? 2

How could we improve our website www.manoradventure.com?  
Have not visited it yet.

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? N/A

**SECTION 2: Arrivals**

General Welcome: 1 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 1 Teacher Accommodation: 3\*

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1\* Catering: 1

Were there any accommodation problems? Staff rooms too far away from some chambers rooms

Standard of cleanliness / tidiness? (teacher & pupil) Great!

Standard of Furnishing? Great Seats

#### SECTION 4: Meals

Were the meals of an adequate standard? ..... 1<sup>st</sup> great -

Was there enough to eat? ..... 1<sup>st</sup> great -

Was the food served promptly? ..... 1<sup>st</sup> .

Were all dietary requirements catered for? ..... Yes

How do you rate the packed lunches? ..... \

Any other comments? Shawn was great all  
Kitchen staff were great. THANKS!

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

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 ..... Professional: ..... 1

All were!  
↑  
great

Which Instructors were motivating / clear / enthusiastic?

→ Mr Curtis!, get out how every week  
Lucy! Shelly, Tiger and Tim!

How do you rate the outdoor pursuits? All great! Shame  
about the pool being out of use

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

What were your pupil's favourite outdoor pursuits? .....

High Ropes, Abseiling, Rafting

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? .....

N/A

## SECTION 6: Overall Assessment

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

food and night time walk.

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

N/A

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

good.

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

yes! look forward to next year

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

N/A-

Where did you hear of Manor Adventure? ~~not~~ google search.

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

Which centre did you visit last year? same as 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: .....

**manor adventure**

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