

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: CUSTOMER CENTRE MANOR DATES: 23RD - 27th SEPTEMBER 2015
NAME OF ACCOMMODATION: CUSTOMER CENTRE WOODLAND VILLAGE

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? haven't seen it recently

How could we improve our website, www.manoradventure.com?
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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)? 1

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

Preview visit to the centre? not this year

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1 (we were told the children were the best they had)

Room Allocation: 2 Introductory Talk: 3 (some kids read out e.g. tour for new teacher - no allergy cards given)

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: Not as good as previously

Were there any accommodation problems? No

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

Standard of Furnishing? more comfortable chairs in

teachers lounge
millie's teacher lounge would be even though responsibility is not

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Saled bar very good

Was there enough to eat? Yes but choice not always there.

Items ran out before they should have done

Was the food served promptly? Food served promptly but some

children from other schools were going in when they wanted to which made us very late on several occasions

Were all dietary requirements catered for? no desserts for gluten free

or not for one occasion. Not as clearly marked as previously

How do you rate the packed lunches? —

Any other comments? It would benefit from an instructor

supervising the small number of the queue concerned for staff - children with hot food being carried through a busy dining room - corridors

SECTION 5: Centre Staff & Outdoor Pursuits Center noted through by chef

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Darren, Henry (phenomenal clarity of instruction) Cameron
Travis, Lucy
Glenda lady, Michael, Ross, Elliot, Jess
Tuesday afternoon activity instructor in wooded area. Group 14 Wednesday rope instructor

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? lack of torches for maze

lighting at night to identify walls for - climbing wall
uplifting - climbing in shadows

What were your pupil's favourite outdoor pursuits? High ropes, Abseiling

High walls

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

more water sports e.g. Paddle boarding but need a bigger lake

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

Reader not spartan eating delivered a way past 10 minutes - he is variable. Chat is made for both teachers - pupils - cut down on time - last by at least 15 mins (about).

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *variety of activities*

including whole school dining hall walk together
Access location of woodland

Which aspect of your stay was least enjoyed?

lack of space, management - change of men's
dining room.

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

2

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

booked water - 1st/2nd

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

We were at

The security lights on the side of lodges in
woodland village. Difficult for children to reach
teachers safely at night.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

Been coming for years!

Which centre did you visit last year? *water*

What other visits does your school organise?

Burwell House - Spensbury for
Year 3 - 4

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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