

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: LOCKERBIE MANOR DATES: 6-8th September

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 - Meal times not accurate two different times for breakfast.

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

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, activity programmes, support)? 1

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems?

Some pupil windows not staying open.

B4 - Blinds broken, sink not draining.

Standard of Cleanliness / tidiness? (teacher & pupil)

Smell of cigarette smoke in some rooms on arrival.

Standard of Furnishing?

SECTION 4: Meals

Were the meals of an adequate standard? 1 Meals very good but we do remember the desserts being more homemade last year and we missed that.

Was there enough to eat? 1

Plenty - even seconds!

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Best meals for residentials we have had!

SECTION 5: Centre Staff & Activities

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Very - Excellent incorporating music into activities! allowing pupils to bring speakers

How do you rate the activities? 1

How do you rate the activity equipment? 1

What were your pupil's favourite activities? Zip wire, Canoeing

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

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

Group 2 zip wire could have moved at a faster pace to allow for a few more shots. (However the pupils did love the bunter!)

WIC 2 SEPT 2019

manor adventure

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Tea & Coffee machine for staff very much appreciated!*
Breakfast! Instructors great with pupils

Which aspect of your stay was least enjoyed? *Thanks for tuning the piano!!*

Could have left the pupils shoes / allowed access to drying room for after their Sunday activity.

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?
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Where did you hear of Manor Adventure? *Coming for a long time*

What were the reasons for choosing Manor Adventure? *Excellent venue, staff*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *✓*
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SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres?

Name: Name:

Address: Address:

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PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY

COURSE REPORT FORM

Culmington Manor
Abernant Lake Hotel
Lockerbie Manor

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure

We hope you have enjoyed your visit with us

