

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: LOCKERSBIE DATES: 13-15th Sept, 19.

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? 1

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

If you had a visit from one of our School Journey Advisors: N/A
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, 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: 1 Teacher Accommodation: 1
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1
The Grounds: 1 Catering: 1
Were there any accommodation problems? NONE

Standard of Cleanliness / tidiness? (teacher & pupil) VERY HIGH STANDARD

Standard of Furnishing? VERY GOOD

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? 1

Any other comments?

SECTION 5: Centre Staff & Activities

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?
(Senior) ADAM, CHRIS, SCOTT M, STEVEN, OWEN, ANTHONY, NATALIE,
MONTANA, ASHLEY, MATT, LEWIS, CALUM, ADAM

How do you rate the activities? 1

How do you rate the activity equipment? 1

What were your pupil's favourite activities? KAYAKING

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

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

W/C 9 SEPT

manor adventure

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?
ACTIVITIES

Which aspect of your stay was least enjoyed?
BEDTIME

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

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?
ACCOMMODATION, FACILITIES, STAFF
AND INSTRUCTORS WERE FANTASTIC

Where did you hear of Manor Adventure? CHILD LISTED WITH SCHOOL

What were the reasons for choosing Manor Adventure?
FUN ACTIVITIES TO SUIT EVERYONE IN GROUP

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?

Name: Name:

Address: Address:

manor adventure

We hope you have enjoyed your visit with us