

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: Norfolk Lakes DATES: 1-4 May 2019

NAME OF ACCOMMODATION: Grebe

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? N/R

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

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)? 2

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

Preview visit to the centre? /

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 2 Catering: 3

Were there any accommodation problems? NO

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Yes - but a bit plain

Was there enough to eat? Yes

Was the food served promptly? Yes - chips cold one lunch time

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? /

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Izzy, Sarah, Aaron
Alyssa

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Sailing

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

Abseiling, flying fox

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

/

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Not any one moment, but children thoroughly enjoyed it.*

Which aspect of your stay was least enjoyed?

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?

Passed on a comment to Manager re: instructor's "aggressive" tone to children that may not take it as a joke.

Where did you hear of Manor Adventure? *Return customer*

What were the reasons for choosing Manor Adventure? *Best experience*

Which centre did you visit last year? *Norfolk Lakes*

What other visits does your school organise? *Chateau de Warsy & another class visits Norfolk Lakes*

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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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France