

Château du Broutel

Rue du Marais, 80120 RUE (FR)

Course Report Form

We constantly strive to improve our standards. Your comments are very important to us and will be assessed by our management team. We thank you very much for your honest feedback!

SCHOOL: PARTY LEADER:

DATES: 9-12th May EMAIL:

ACCOMMODATION: Château / Ecurie / Normandy (circle as appropriate)

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? Had an old brochure so can't comment

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 & product? N/A

How was the Presentation Evening? N/A

How did you rate our pre-visit administration?

UK..... Good(Mandy)

Château..... Good(Marie)

Preview visit to the centre?..... Yes - Good.....

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Section 2; Arrival

General welcome *V. good*

Fire drill *V. good*

Room allocation *Good*

Intro talk *Good*

Section 3; Centre Facilities

Pupil's accommodation *Good **

The grounds *V. good*

Teacher's accommodation *V. good*

Teachers lounge *N/A - didn't we*

Washing & toilet facilities *V. good*

Cleanliness/Hygiene *V. good*

Were there any accommodation problems?

** The pupils rooms were very hot - make sure radiators are off by 5pm perhaps.
* Cold water - no hot water on Thu 11th + Fri 12th May (am).*

Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

Generally yes - but perhaps more at breakfast.

What was the most / least enjoyed meal?

Most: *Hamburger* Least: *Fish*

Were all dietary requirements catered for?

Yes - apart from the first day - dairy allergy pupil did not have this on their menu.

Please rate the packed lunch meals: *Good*

Any other comments?

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Section 5; Centre staff & Outdoor Pursuits

How do you rate the Centre Staff / Animators?

Helpfulness... *Good*

Professionalism... *3*

Friendliness... *2*

Which animator(s) deserve(s) a special mention and for what reason?

Sebastian - made an effort to get to know the girls.

How do you rate the evening activities?

Good - pupils enjoyed them

What were your pupil's favourite evening activities?

Volleyball / Campfire / Petanque

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

Split us into 4 groups so less in the groups. Use the problem solving / scavenger hunt.

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Section 6; Excursions

Excursion 1: Water/sports (name excursion)

How well did the excursion fulfil your expectations: Very well

Enjoyment students: (1)

Enjoyment teachers: (1)

Suitability to your group: (1)

Comments: Very good - excellent & fun - what would happen if wet / bad weather.

Excursion 2: Albert Museum / The Oval / Newfoundland Cemetery (name excursion)

How well did the excursion fulfil your expectations: V. well

Enjoyment students: (2)

Enjoyment teachers: (2)

Suitability to your group: (2)

Comments:

Excursion 3: Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations: Can't comment as en route

Enjoyment students: back to class +

Enjoyment teachers: home.

Suitability to your group:

Comments:

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

Excursion 5:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

Excursion 6:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *The excursions*
..... *(Water/sports)*

Which aspect of your stay was least satisfactory? *Lack of hot water!*

How do you rate the course overall on a value for money basis? *Good*

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

Where did you hear of *Manor Adventure*? *Prior bookings*

What were the reasons for choosing *Manor Adventure*? *Close - not too far to*
..... *Hard from Calais*

Which centre(s) did you visit last year? *N/A*

What other visits does your school organise? *Sayers (oft (PAL), Music Tour,*
..... *Handicap Warren*

Do you have any further comments which you feel would be useful to us?

..... *N/A*

Section 8; referral

N/A

Do you know of any other schools or colleges that may be interested in visiting any of our centres in England, Scotland, Wales or France?

Name:..... Name:.....

Address:..... Address:.....

.....

.....

Section 9; Coach Report Form

School name Date of stay 9-12th May
Drivers name Merrick Number of seats 59

Please circle as appropriate:

Safety talk received: Yes / No Safety DVD shown: Yes / No
Entertainment: Video / DVD / None
Toilet: Yes / No If yes, was it clean? Yes / No
Correct uniform worn: white company shirt or polo, black trousers, formal shoes: Yes / No

For the next section please enter a score on the following basis

1 – Excellent 2 – Very Good 3 – Good 4 – Acceptable 5 – Poor

Professionalism of the driver:

Friendliness to teachers 3 to children 3
Attitude/Cooperation during stay 4 State of the coach 2

Time keeping:

Arrival at school 1 Excursions 1
Drivers knowledge of visits 3

Any additional comments:

.....
..... N/A
.....
.....
.....