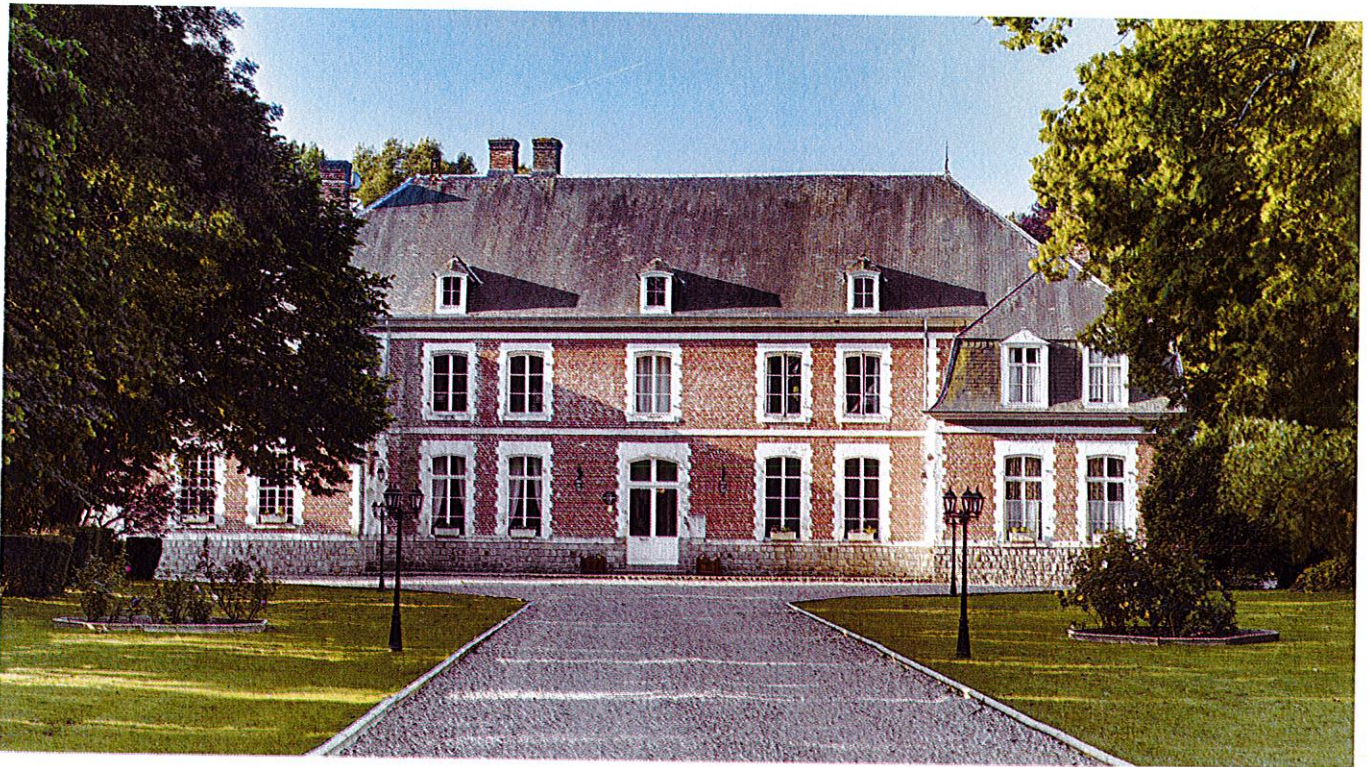


manor adventure
no one does school residentials' better!

COURSE REPORT FORM

Château du Broutel



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 stay with us!

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: 26/5-29-5-23 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? YES

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

..... N/A

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..... 1(Mandy)

Château..... 1(Marie)

Preview visit to the centre? N/A

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 1

Fire drill 1

Room allocation 1

Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation 1

The grounds 1

Teacher's accommodation 1

Teachers lounge 1

Washing & toilet facilities 1

Cleanliness/Hygiene 1

Were there any accommodation problems?

.....
.....

Section 4; Meals

Were the meals of an adequate standard?

YES

Was there enough to eat?

YES

What was the most / least enjoyed meal?

Most: CHICKEN BREAST Least:

Were all dietary requirements catered for?

YES

Please rate the packed lunch meals: 2

Any other comments?

HAVING THE CHILDREN LOOK AFTER THEIR

DIETARY CARDS DID RESULT IN SEVERAL
BEING LOST. JUST WONDERING IF THERE'S
A MORE FOOL PROOF WAY!

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.....1.....

Professionalism.....1.....

Friendliness.....1.....

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

Allison - helpful, friendly and
willing to help with any
queries

How do you rate the evening activities?

2 (only did one activity)

What were your pupil's favourite evening activities?

Wide games

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

N/A

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: Rue tour (name excursion)

How well did the excursion fulfil your expectations: ✓

Enjoyment students: ✓

Enjoyment teachers: ✓

Suitability to your group: ✓

Comments: Maybe make some more

interactivity / quiz style approach to encourage interactivity

Excursion 2: Choc Factory (name excursion)

How well did the excursion fulfil your expectations: 80%

Enjoyment students: 70%

Enjoyment teachers: 70%

Suitability to your group: 70%

Comments: Bit tricky for all children to ~~att~~

see the activities - some children missed quite a bit as there wasn't a great

Excursion 3: PARIS (name excursion)

deal of space

How well did the excursion fulfil your expectations: 90%

Enjoyment students: 90%

Enjoyment teachers: 90%

Suitability to your group: 90%

Comments: Some disappointment about not doing Eiffel Tower

but this was countered by heading to Montparnesse

F41 - viewing garden @ Montparnesse is currently closed so groups cannot access it.

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Beach (name excursion)

How well did the excursion fulfil your expectations: 100%

Enjoyment students: 100%

Enjoyment teachers: 100%

Suitability to your group: 100%

Comments: Who doesn't love a visit to the beach!?

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? *Such a varied cultural experience to Luton!*

Which aspect of your stay was least satisfactory? *Nothing really - long coach trips, but that can't be avoided*

How do you rate the course overall on a value for money basis? *9/10*

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

Where did you hear of *Manor Adventure*? *Online*

What were the reasons for choosing *Manor Adventure*? *Good reviews + feedback online*

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

What other visits does your school organise? *Various residentials - one per year group*

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

Just a great visit, thoroughly enjoyed by everyone!

Section 8; referral

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

Drivers name Ken Number of seats

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 1 to children 1

Attitude/Cooperation during stay 1 State of the coach 1

Time keeping:

Arrival at school 1 Excursions 1

Drivers knowledge of visits 1

Any additional comments:

Flat tyre on departure day, but nothing could be done about that! Amount of time to replace it did mean a lot of 'time-filling' at our respective schools that wasn't planned for.