

manor adventure
no one does school residential's 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: 22/5 - 26/5

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? 1

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?

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK..... (Mandy)

Château..... (Marie)

Preview visit to the centre?

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 welcome1.....

Fire drill1.....

Room allocation3.....

Intro talk2.....

Section 3; Centre Facilities

Pupil's accommodation1.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

location of childrens dorms in between
2 schools not ideal. In future
would be good to have all staff
with children

Section 4; Meals

Were the meals of an adequate standard?

.....1.....

Was there enough to eat?

.....1.....

What was the most / least enjoyed meal?

Most: burger Least: Spaghetti bolognese

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals:1.....

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.....1

Professionalism.....1

Friendliness.....1

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

.....all good.....
.....
.....
.....

How do you rate the evening activities?

.....Excellent.....
.....

What were your pupil's favourite evening activities?

.....camp fire.....
.....

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

.....Tuck opening times should be
.....after evening meal as children are
.....eating tuck before they eat - ideally
.....6 - 6.45 pm

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: *market* (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

independent

Suitability to your group:

Comments:

Excursion 2: *Blue Tour* (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: *4*

Enjoyment teachers:

Suitability to your group: *Sofia tour guide excellent*

Comments: *2.5 hours was maybe a little*

too long, children became dis engaged towards end.

Excursion 3: *Battle fields* (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

independent

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: Cane / Go Ape (name excursion)

How well did the excursion fulfil your expectations: Excellent (1)

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:

.....

independent

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Evening activities
for the children.

Which aspect of your stay was least satisfactory? Race tour

How do you rate the course overall on a value for money basis? Excellent Value
for money.

Will you be considering a further visit with Manor Adventure? YES

Where did you hear of Manor Adventure? Previous visits

What were the reasons for choosing Manor Adventure? Previous Visits

Which centre(s) did you visit last year?

What other visits does your school organise?

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

Staff are very helpful and understanding.
Food was high quality.

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 May 21st to 26th
Drivers name Andre Number of seats 45

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:

Highly professional, pleasant demeanor.
Very understanding when excursions run over.