

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: 10-14 July 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?..... N/A

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?..... 1.....

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 allocation1

Intro talk1

Section 3; Centre Facilities

Pupil's accommodation1

The grounds1

Teacher's accommodation1

Teachers lounge1

Washing & toilet facilities1

Cleanliness/Hygiene1

Were there any accommodation problems?

..... NO

Section 4; Meals

Were the meals of an adequate standard?

..... Yes 3

Was there enough to eat?

..... Yes 1

What was the most / least enjoyed meal?

Most: Thursday / Friday Least: lasagne

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.....

Friendliness.....

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

..... Alison / Alex were so helpful with
..... sick students
..... All instructors were lovely
.....

How do you rate the evening activities?

.....¹.....
.....

What were your pupil's favourite evening activities?

.....
.....

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

.....
.....
.....

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: Asenix (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Great

Excursion 2: 2 (name excursion)

How well did the excursion fulfil your expectations: Some

Enjoyment students: 3

Enjoyment teachers: 1

Suitability to your group: 3

Comments: The guide did not travel well

to see group we would like more time at
the rail and some

Excursion 3: Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Good length of time

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: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Great time by all

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?
..... ↳ All of it

Which aspect of your stay was least satisfactory?
.....

How do you rate the course overall on a value for money basis? 2

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

Where did you hear of *Manor Adventure*? —

What were the reasons for choosing *Manor Adventure*? —

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?
.....
.....
.....

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 10-14 July

Drivers name Greg Number of seats 83

Please circle as appropriate:

Safety talk received: Yes / No Safety DVD shown: Yes / No

Entertainment: Video / DVD / None *Therapal*

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:

..... *Very appropriate and helpful.*

..... *No problems at all.*

.....

.....

.....