

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: 21 19-23rd June EMAIL:.....

ACCOMMODATION: Château / Écurie / 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?

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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..... 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?

I would prefer to have a number of
staff near the pupils on the ground floor bedroom

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: Burgers Least:

Were all dietary requirements catered for?

Yes.

Please rate the packed lunch meals: Excellent

Any other comments?

If possible choose for different days +
hor for week.

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....

How do you rate the evening activities?

I am not comfortable with the uneven ground
for team games. Risk to ankle injuries.

What were your pupil's favourite evening activities?

Château Olympics / Petanque / Volleyball.

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

Smaller gap sites + option to do
broader range of activities - football astro?

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: 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:

Excursion 2: Snail farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Excursion 3: Nauyas (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

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:

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

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

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Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Excursions + how nice everything
was 😊

Which aspect of your stay was least satisfactory? Evening activities could be more
varied + tailored to school.

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

Will you be considering a further visit with *Manor Adventure*? 1

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?

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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:.....

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Section 9; Coach Report Form

School name Date of stay ... 19 → 23rd June

Drivers name ... Phil + Russell 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:

Excellent personal service. Above & beyond.
Noisy but no real trouble. Made the trip even better.
Thank you 😊