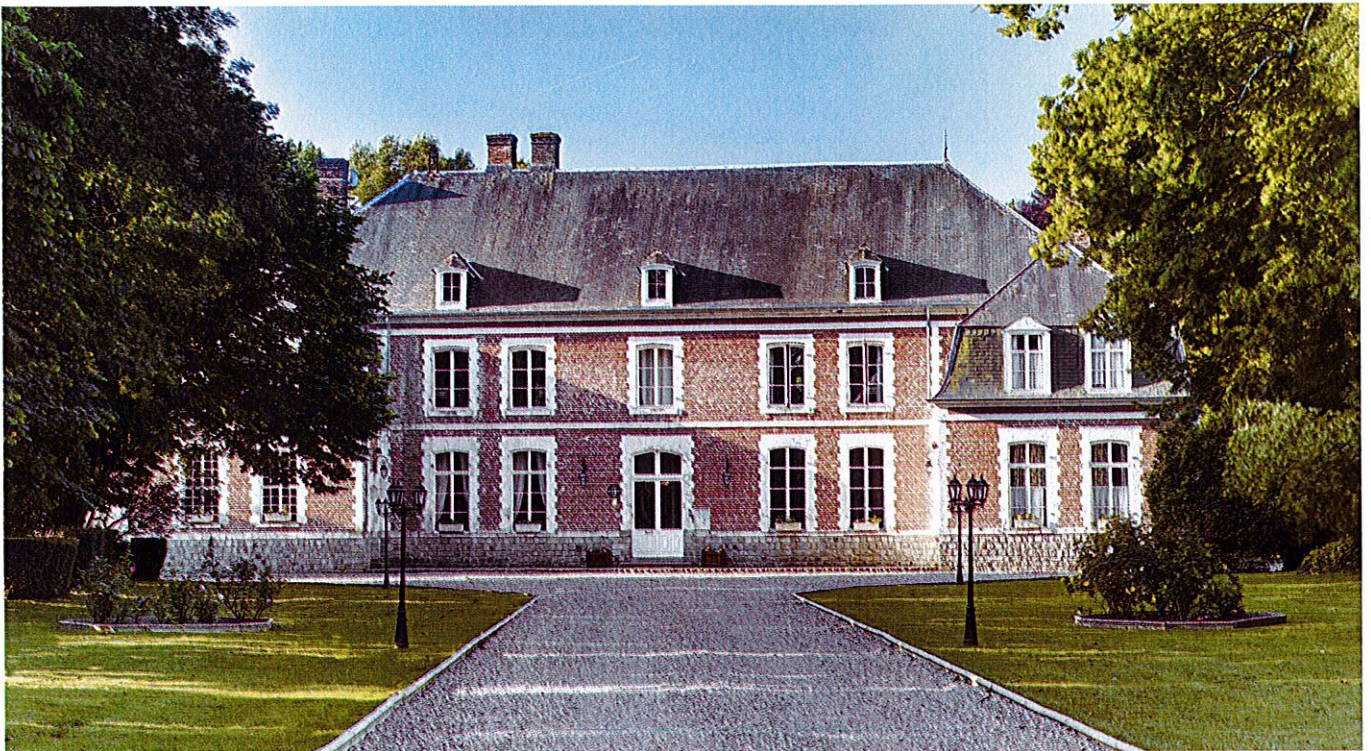


manor adventure
no one does school residentials' better!

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: 22nd - 25th March 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 - have been coming for years and haven't looked

If you had a visit from one of our School Journey Advisors; N/A

Did he provide a fair description of our centre & product?

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK Excellent (Mandy))

Château Excellent (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 welcome 1
Room allocation 1
Fire drill 1
Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation ~~1~~ 3
Teacher's accommodation 1
Washing & toilet facilities 2
The grounds 1
Teachers lounge 1
Cleanliness/Hygiene 1

Were there any accommodation problems?

Some of the students rooms are a little cramped
+ looking a little tired

Section 4; Meals

Were the meals of an adequate standard?

Mostly

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: Beef Bourguignon
Chicken + chips
Least: Chilli - choice of veg chilli or
chilli - what if you
dont like chilli?!

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: Good

Any other comments?

Improvement in choice on packed lunches

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?

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

How do you rate the evening activities?

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

What were your pupil's favourite evening activities?

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

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

N/A

Excursion 1:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

Excursion 2:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

Excursion 3:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

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? *All of it!*

Which aspect of your stay was least satisfactory? *Food not as good as last time -*

a bit less choice at dinner. Lunches better than last time though

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

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

Where did you hear of *Manor Adventure*? *We have been visiting for 20 yrs*

What were the reasons for choosing *Manor Adventure*? *We like it!*

Which centre(s) did you visit last year? *Chateau du Brantel*

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 St. Mary's Date of stay 10/10/11

Drivers name Greg Number of seats 84

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:

Greg was friendly and professional Top driver!

.....

.....

.....

.....