

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: T.....

DATES: 10th - 13th November..... 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?

.....
.....

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 allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation3.....

The grounds1.....

Teacher's accommodation2.....

Teachers lounge1.....

Washing & toilet facilities2.....

Cleanliness/Hygiene1.....

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: Pasta.....Least: All nice.....

Were all dietary requirements catered for?

Yes.....

Please rate the packed lunch meals: Very good.....

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 / Instructors?

Helpfulness.....1.....

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

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

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

Leon - super friendly and excellent with the students

.....

.....

.....

How do you rate the outdoor pursuits?

.....

How do you rate the outdoor pursuit equipment?

.....

What were your pupil's favourite outdoor pursuits?

.....

Are there any new outdoor pursuits you would like *Manor Adventure* to offer?

.....

Do you have any suggestions on how we could improve our product or outdoor pursuits?

.....

.....

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: Wellington Tunnels (name excursion)

How well did the excursion fulfil your expectations: Excellent

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Excellent excursion, very knowledgeable

Excursion 2: Vimy Ridge (name excursion)

How well did the excursion fulfil your expectations: Excellent

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Excursion 3: Ypres (name excursion)

How well did the excursion fulfil your expectations: Good

Enjoyment students: Acceptable

Enjoyment teachers: Good

Suitability to your group: Good

Comments: Very good guides, knowledgeable Museum

unguided so we felt unprepared

* Captain Cook - excellent

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Areas

Which aspect of your stay was least satisfactory? Yes

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

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

Where did you hear of *Manor Adventure*? Marketing

What were the reasons for choosing *Manor Adventure*? Very impressed with
the zoom talk I had

Which centre(s) did you visit last year? _____

What other visits does your school organise? London, Wales, Southwold
D&F, Lea Green, American Exchange, Nabia

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:.....

.....

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Section 9; Coach Report Form

School name Date of stay ... 10th - 13th

Drivers name ... Chris Number of seats ... 57

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: Yes / No

Coach: Executive / Standard

Entertainment: Video / DVD / None

Toilet: Yes / No

If yes, was it clean? 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 ... 2

Excursions ... 1

Drivers knowledge of visits ... 1

Any additional comments:

Wonderful coach driver, excellent with the students and staff we enjoyed Chris company.