

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: 1-4TH DEC EMAIL: S.S.
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? NOT USED

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... EXCELLENT ... (Mandy)

Château... (Marie)

Preview visit to the centre? No - PREVIOUS VISIT WITH ANOTHER SCHOOL

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?

BROKEN WINDOW IN CORRIDOR - KEEPS OPENING.
NOTHING ELSE.

Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

~~ALL~~ PORTIONS - YES, BUT CHOICES RAN OUT ON 2 OF OUR 3 DAYS.

What was the most / least enjoyed meal?

Most: 1ST MEAL - CURRY Least: SHEPHERD'S PIE

Were all dietary requirements catered for?

Yes

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

Any other comments?

IT WOULD BE LOVELY TO EAT FRENCH CUISINE
OR AT LEAST HAVE THIS OPTION

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.....!

Professionalism.....!

Friendliness.....!

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

CONNOR + LEON.

How do you rate the outdoor pursuits?

EXCELLENT GAMES SESSION

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: YPRES (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: EXCELLENT GUIDES

Excursion 2: Somme (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: (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? Excursions (IFFM)

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Which aspect of your stay was least satisfactory? /

.....

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

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

Where did you hear of *Manor Adventure*? Previous Visit

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

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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 1 - 4TH DEC

Drivers name JUREK Number of seats 82

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 2

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 DRIVING IN HORRENDOUS WEATHER.
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