

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: 18th - 22nd Sept 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?..... 2

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..... 2(Mandy)

Château..... 2(Marie)

Preview visit to the centre?..... 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 2; Arrival

General welcome 1

Fire drill 1

Room allocation 1

Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation 2

The grounds 1

Teacher's accommodation 1

Teachers lounge 2

Washing & toilet facilities 2

Cleanliness/Hygiene 2

Were there any accommodation problems?

Room 49 was very hard to shut. On the final night it was unable to be shut. Maybe some mosquito repellent in rooms?

Section 4; Meals

Were the meals of an adequate standard?

..... 1

Was there enough to eat?

..... 1

What was the most / least enjoyed meal?

Most: spaghetti Least: Pastry

Were all dietary requirements catered for?

..... 1

Please rate the packed lunch meals: 3

Any other comments?

Spaghetti was delicious! Fish sauce also very good!

.....

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?

Alison was excellent at energising the children and
keeping them going when they were tired. All instructors,
however, were excellent.

How do you rate the outdoor pursuits?

.....2.....

How do you rate the outdoor pursuit equipment?

.....1.....

What were your pupil's favourite outdoor pursuits?

Nighttime Camouflage and Tracking

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

Assault Course

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

All activities were excellent!

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: Market (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 3

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Market was not as full due to time of year

Excursion 2: Lake Water (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Only issue was the language barrier at the beginning but they did a really good job on the whole

Excursion 3: Bue Tour (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 3

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Might be better to do this earlier in the week when children have more energy

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Organised really well so everything went smoothly. All staff friendly and approachable.....

Which aspect of your stay was least satisfactory? n/a.....

How do you rate the course overall on a value for money basis? 1.....

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

Where did you hear of *Manor Adventure*? School has used for years.....

What were the reasons for choosing *Manor Adventure*?

.....enrichment for children.....

Which centre(s) did you visit last year? Chateau Du Broutel.....

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 18th - 22nd Sept

Drivers name Andreas Number of seats

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 3

to children 4

Attitude/Cooperation during stay 2

State of the coach 1

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

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