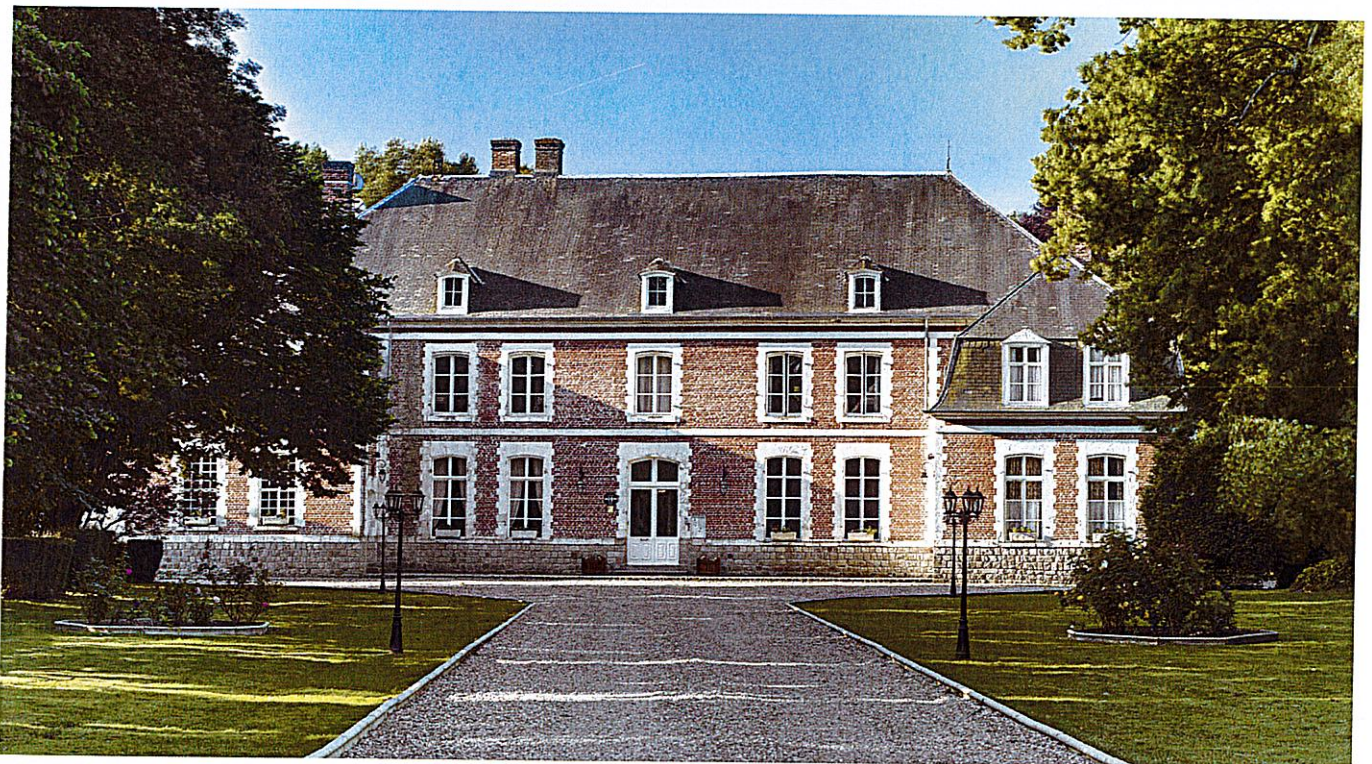


manor adventure
no one does school residentials' better!

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: 22-24 Feb 24 EMAIL: jk

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 - 1

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? Yes - 1

How was the Presentation Evening? Excellent - 1

How did you rate our pre-visit administration?

UK Perfect 1 (Mandy)

Château Perfect 1 (Marie)

Preview visit to the centre? Perfect 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 welcome 1

Fire drill 1

Room allocation 1

Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation 3

The grounds 1

Teacher's accommodation 1

Teachers lounge 1

Washing & toilet facilities 1

Cleanliness/Hygiene 1

Were there any accommodation problems?

No

Section 4; Meals

Were the meals of an adequate standard?

1- Very good

Was there enough to eat?

1- Yes

What was the most / least enjoyed meal?

Most: Curry Least: Pizza/Bread

Were all dietary requirements catered for?

1- Yes

Please rate the packed lunch meals: 1 - Great

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?

Lilou was outstanding - she was helping the kids order crêpes.
Everyone was so friendly + helpful.

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: Succès Beckos (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Really nice safe town + tour

Excursion 2: Le Tugret (cookies) (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Good lunch spot + tour!

Excursion 3: chocolaterie de Bessant (name excursion)

(to be done today)

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? Exploring Le Tourquet

Which aspect of your stay was least satisfactory? -

How do you rate the course overall on a value for money basis? 1- Very good

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

Where did you hear of *Manor Adventure*? Online

What were the reasons for choosing *Manor Adventure*? Price, location, professionalism
organisation

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

What other visits does your school organise? Paris trip (maybe Spain too)

Do you have any further comments which you feel would be useful to us?

We were so happy with the trip, would love to go back!

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? I'll ask friends + get in contact to recommend.

Name: - Name: -

Address: - Address: -

Section 9; Coach Report Form

School name Date of stay 22-24 Feb

Drivers name Andy Number of seats 46ish

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 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

He was kind, professional, punctual + really enjoyed.

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