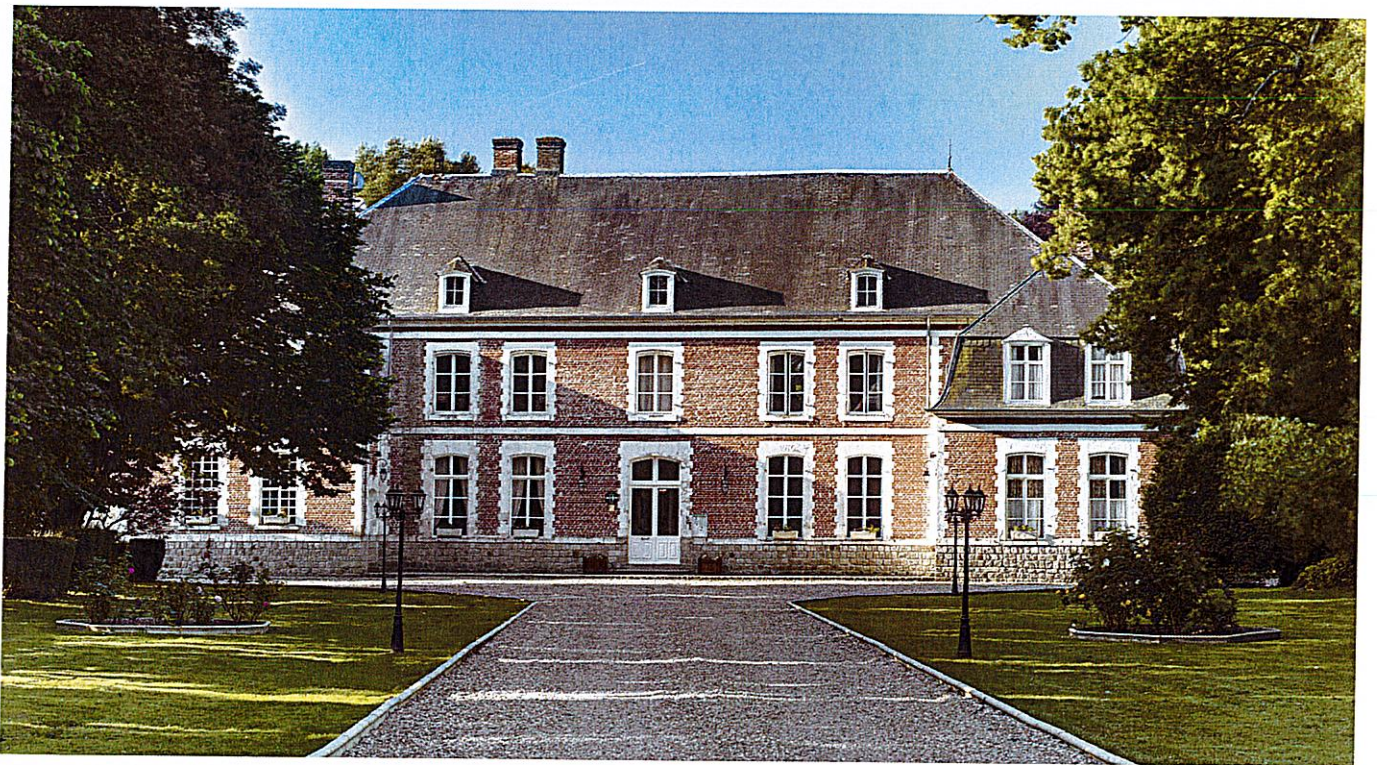


manor adventure
no one does school residentials' better!

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: 23rd - 26th February 2024 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

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..... 1(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 accommodation1..... The grounds1.....

Teacher's accommodation1..... Teachers lounge1.....

Washing & toilet facilities1..... Cleanliness/Hygiene1.....

Were there any accommodation problems?

No problems. Additional toilet roll required
for children's rooms.

Section 4; Meals

Were the meals of an adequate standard?

① Yes

Was there enough to eat?

① Very much so

What was the most / least enjoyed meal?

Most: Breakfast Least: Fish

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: ①

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?

Everyone of them but especially...
Cassandre, Romano, Bastien and Enzo

How do you rate the outdoor pursuits?

N/A

How do you rate the outdoor pursuit equipment?

N/A

What were your pupil's favourite outdoor pursuits?

N/A

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

N/A

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: lue Tour (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: An excellent, enjoyable and educational tour. We loved visiting the coffee shop.

Excursion 2: Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Fantastic experience and the guide was fabulous.

Excursion 3: Somme (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Supassed all expectations. We will never forget this experience.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Team Games

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*? We have been coming for 10 years.

What were the reasons for choosing *Manor Adventure*? fast experience.

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

What other visits does your school organise? N/A

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

Thank you sincerely.
Bottom sheets on the children's beds.
Some of the children's rooms could be entered by
putting in a random number.

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

J Date of stay

Drivers name 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 teachers1.....

to children1.....

Attitude/Cooperation during stay1.....

State of the coach1.....

Time keeping:

Arrival at school1.....

Excursions1.....

Drivers knowledge of visits1.....

Any additional comments:

Gareth is a fantastic driver. The staff and children really enjoyed his company. Gareth was friendly, informative and very professional. We hope to have Gareth as our driver next year.