

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:..... *11th - 15th March* 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?..... *brochure received on arrival*

How could we improve our website: www.manoradventure.com? *- not accessed*

.....
.....

If you had a visit from one of our School Journey Advisors; *N/A*

Did he provide a fair description of our centre & product?

How was the Presentation Evening?

How did you rate our pre-visit administration? *Through R2 so don't know*

- 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 welcome ✓

Fire drill ✓

Room allocation ✗

Intro talk ✓

changed last minute

Section 3; Centre Facilities

Pupil's accommodation ✓

The grounds ✓

Teacher's accommodation ✓

Teachers lounge ✓

Washing & toilet facilities ✓

Cleanliness/Hygiene ✓

Were there any accommodation problems?

NO we had a change in the last few days with accommodation but it was simple to sort.

Section 4; Meals

Were the meals of an adequate standard?

✓ we had picky eaters!

Was there enough to eat?

Sometimes they ran out of the choices our children would eat - fish fingers.

What was the most / least enjoyed meal?

Most: *burger + meatballs* Least:

Were all dietary requirements catered for?

Y

Please rate the packed lunch meals: *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 / Animators?

Helpfulness.....✓

Professionalism.....

Friendliness.....✓

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

Giuseppe always excellent + relaxed.
Clemence caring with the children.
Axel lovely too.

How do you rate the evening activities?

Good.

What were your pupil's favourite evening activities?

all of them!

Do you have any suggestions on how we could improve our product or evening activities?

some are very late and the
children struggled to settle to
sleep.

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: Choc factory (name excursion)

How well did the excursion fulfil your expectations: excellent!

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Excursion 2: Car farm (name excursion)

How well did the excursion fulfil your expectations: excellent!

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Excursion 3: (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

Excursion 5:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

Excursion 6:..... (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

Which aspect of your stay was least satisfactory? Communication on times
& with drivers.

How do you rate the course overall on a value for money basis? don't know the cost

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

Where did you hear of *Manor Adventure*? Reach 2 (R2)

What were the reasons for choosing *Manor Adventure*? R2.

Which centre(s) did you visit last year? here.

What other visits does your school organise? UK ones.

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:.....

.....
.....

Section 9; Coach Report Form

School name Date of stay 11th - 15th

Drivers name AL Number of seats 50

Please circle as appropriate:

Safety talk received: Yes No Safety DVD shown: Yes / No

Entertainment: Video / DVD / None

Toilet: Yes No If yes, was it clean? Yes No

Correct uniform worn: white company shirt or polo, black trousers, formal shoes: 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:

Fantastic driver!

10/10 Amazing with kids and adults - brilliant.