

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: [REDACTED]

PARTY LEADER: [REDACTED]

DATES: 5 - 8 July

EMAIL: [REDACTED]

ACCOMMODATION: Château / Écurie Normandy (circle a)

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?

Did not use or been before

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.....1.....(Marie)

Preview visit to the centre?.....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 welcome1.....

Fire drill1.....

Room allocation4.....

Intro talk2.....

Section 3; Centre Facilities

Pupil's accommodation1.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

Only scored 4 for allocation as we were split between 2 buildings. Lock on room 15/door very difficult to close. Room 16 - Trip hazard. The floor is uneven when you come in.

Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: Breakfasts + chips Least: Chicken legs

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?

Hans - hospital visit
Jack
Georgia } all really helpful and infomative - great
Sarah } with the children. Very friendly

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?

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 6; Excursions

Excursion 1: Snail Farm (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: ~~4~~ 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: Children enjoyed the hands on activity - holding the snails and some tasting

Excursion 2: Boulangerie (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Children love/scared the baker! Will stick in their minds. Very generous getting croissant and pain au chocolate

Excursion 3: Somme (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 3

Enjoyment teachers: 2

Suitability to your group: 3

Comments: Children enjoyed the visit.

Section 9; Coach Report Form

School name Callands Date of stay 5-8 July
Drivers name Steve Number of seats 45 (?)

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 children2....

Attitude/Cooperation during stay2....

State of the coach1....

Time keeping:

Arrival at school1....

Excursions1....

Drivers knowledge of visits1....

Any additional comments:

.....
.....
.....
.....
.....

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Rue market visit.*

Which aspect of your stay was least satisfactory?

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*? *Previous visits*

What were the reasons for choosing *Manor Adventure*? *Quality for money.*

Which centre(s) did you visit last year? *This one.*

What other visits does your school organise? *N/A*

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

Trip hazards outside the Ecuine rooms at the front would benefit from being flattened.

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:.....

.....

.....

.....

.....