

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: 21/7/19 - 24/7/19

EMAIL: [REDACTED]

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?

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.....

If you had a visit from one of our School Journey Advisors;

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

How was the Presentation Evening? yes

How did you rate our pre-visit administration?

UK AWESOME.....(Mandy)

Château GREAT.....(Marie)

Preview visit to the centre? yes

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 accommodation ...4.....

The grounds2.....

Teacher's accommodation ..2.....

Teachers lounge2.....

Washing & toilet facilities ..2.....

Cleanliness/Hygiene2.....

Were there any accommodation problems?

.....
.....

Section 4; Meals

Were the meals of an adequate standard?

.....EXCELLENT STANDARD.....

Was there enough to eat?

.....MASSES.....

What was the most / least enjoyed meal?

Most:.....PORK FAGGOTS.....Least:.....PORK CURRY.....

Were all dietary requirements catered for?

.....YES, BIT OF CONFUSION WITH ALLERGY LABELLING.....

Please rate the packed lunch meals:.....N/A.....

Any other comments?

.....DELICIOUS CHEESE.....
.....

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?

.....GEORGIE.....VERY HELPFUL.....

.....CHILDREN.....LOVED IAN + DEB.....

How do you rate the outdoor pursuits?

.....EXCELLENT.....1.....

How do you rate the outdoor pursuit equipment?

.....1.....

What were your pupil's favourite outdoor pursuits?

.....KAYAKING.....

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

.....PETANQUE.....TO BE.....AVAILABLE.....AFTER.....EVENING.....SESSION.....

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

.....

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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: MARRET (name excursion)

How well did the excursion fulfil your expectations: EXCELLENT BUT MAYONNAISE

Enjoyment students: 1

MAKING WAS V. QUICK SO SPENT LONGER IN MARKET THAN EXPECTED.

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Excursion 2: SWEET SHOP + BEAU (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: GREAT

Excursion 3: DAIRY FARM (name excursion) IT IS ON THE WAY

How well did the excursion fulfil your expectations: HOTTE

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? THE BEACH

Which aspect of your stay was least satisfactory? NO ONE USE PLASTIC

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

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

Where did you hear of *Manor Adventure*? A FRIEND

What were the reasons for choosing *Manor Adventure*? 13 YEARS OF HISTORY

Which centre(s) did you visit last year? CHÂTEAU DU BROUZZE

What other visits does your school organise?

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

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 ... [REDACTED] ... Date of stay ... 21/7/19 - 24/7/19
Drivers name ... J. BARK ... Number of seats ... 83

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 ... 3 ...

Attitude/Cooperation during stay ... 2 ...

State of the coach ... 4 ...

Time keeping:

Arrival at school ... LATE

Excursions ... 3 ...

Drivers knowledge of visits ... 4 ...

Any additional comments:

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