

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: 06/11/19 - 09/11/19

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

.....
.....

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

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

How was the Presentation Evening? N/A

How did you rate our pre-visit administration?

UK.....1.....(Mandy)

Château.....1.....(Marie)

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

A fault with one of the student room doors

Section 4; Meals

Were the meals of an adequate standard?

.....4.....

Was there enough to eat?

.....Yes.....

What was the most / least enjoyed meal?

Most: SPAG. BOWL Least: POTATOES / HAM + PASTA (V. BASIC)

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...2.....

Friendliness...2.....

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

..... N/A

.....

.....

.....

How do you rate the outdoor pursuits?

..... ~~3~~ 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: PARIS (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Visit to the museum, followed by the Bateau
Louvain → timings not realistic + locations.

Excursion 2: BATTLEFIELDS (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Excellent all round.

Excursion 3: (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? *The excursions.*

Which aspect of your stay was least satisfactory? *Evening meals*

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*? *Positive previous*

experience

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

What other visits does your school organise? *Four nights in Berlin*

(History Dept)

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

No

Section 8; referral

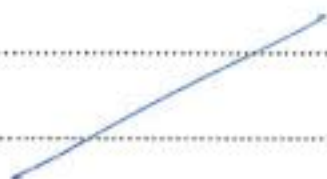
Do you know of any other schools or colleges that may be interested in visiting any of our centres in England, Scotland, Wales or France?

Name:.....

Name:.....

Address:.....

Address:.....



Section 9; Coach Report Form

School name [REDACTED] Date of stay 08/11/19

Drivers name GRAHAM 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 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:

Very knowledgeable and professional throughout. Had a real can do attitude in difficult driving circumstances in cars. Credit to Sharpe.