

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: Beastie Bakery (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Great (as always)

Excursion 2: Becasse (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Brilliant talk by the owner  
and translator

Excursion 3: Nausicae (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Very impressive - possibly need  
more time? Although 3 hours  
was enough if not watching 3 hours.

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Beasain / Aquarium*

Which aspect of your stay was least satisfactory? *Queue - possibly*

*because children were tired?*  
*(NB was still good though!)*

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

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

Where did you hear of *Manor Adventure*? *Visited previously*

What were the reasons for choosing *Manor Adventure*? *As above*

Which centre(s) did you visit last year? *Chateau du Boutel*

What other visits does your school organise? *Day trips / Year 3/6*  
*residential*

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 ..... Date of stay ..... 5-2/2/20

Drivers name Wayne ..... Number of seats 60 .....

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

Yes

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:

Wayne is the best driver we've had - his knowledge is fantastic. ~~His cooperation~~ He's very cooperative and often ~~points~~ <sup>puts</sup> out extra sites of interest as we're travelling to and from excursions. Fantastic - please can we have him next time too?

# 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: 5-7/2/20 ..... EMAIL: .....  
c

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](http://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? .....

How was the Presentation Evening? .....

How did you rate our pre-visit administration?

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 .....1.....

Fire drill .....1.....

Room allocation .....1.....

Intro talk .....1.....

## Section 3; Centre Facilities

Pupil's accommodation .....1..... The grounds .....1.....

Teacher's accommodation .....1..... Teachers lounge .....1.....

Washing & toilet facilities .....2..... Cleanliness/Hygiene .....1.....

Were there any accommodation problems?

No

## Section 4; Meals

Were the meals of an adequate standard?

1

Was there enough to eat?

1

What was the most / least enjoyed meal?

Most: trying french cuisine (frog legs, snails). Least: mashed potato with leek/broccoli (?) (by children)

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: N/A

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.....}.....

Professionalism...{.....

Friendliness!.....

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

- \* Graët B = Great introduction, very helpful and great with children
- \* Jack P. friendly and professional
- \* (Campfire staff) = great with children

How do you rate the outdoor pursuits?

1.....

How do you rate the outdoor pursuit equipment?

.....

What were your pupil's favourite outdoor pursuits?

Campfire.....

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

.....

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

.....

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