

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: 10-14 Feb 2020 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? Excellent

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?

How did you rate our pre-visit administration?

UK Excellent (Mandy)

Château Good (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?

.....
.....

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:.....Least:.....

Were all dietary requirements catered for?

.....yes.....

Please rate the packed lunch meals:.....2.....

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...2....

Professionalism...1.....

Friendliness...2.....

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

Curtis
.....
.....
.....
.....

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?

.....
.....

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: ETAPLES MARKET (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments: Drop off - didn't really know where to go.

Excursion 2: Roe (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Spent into 3 groups but only had 2 instructors for 24 children. Crover was large.

Excursion 3: Albert (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed?

Trips

Which aspect of your stay was least satisfactory?

One member of staff had little empathy with children.

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*? Been a while & was

What were the reasons for choosing *Manor Adventure*?

Which centre(s) did you visit last year? 1

What other visits does your school organise?

Various - Abingdon

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

No - Thank You

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 10 - 14 Feb 2017

Drivers name Steve Number of seats 129

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:

Very Good - Thanks

Very knowledgeable of trips especially Jommo.