

manor adventure
no one does school residential's better!

COURSE REPORT FORM

Château du Broutel



Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your stay with us!

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: 16-19 MAY 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

*folder of info
was informative
& helpful*

Section 1; pre-arrival

Did you find the brochure accurate and informative?

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?

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK.....(Mandy)

Château.....(Marie)

Preview visit to the centre?.....

*Organised by school
so I'm afraid we are
unable to comment.*

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 *good*
Room allocation *good*

Fire drill *good*
Intro talk *v-good*

Section 3; Centre Facilities

Pupil's accommodation *good*
Teacher's accommodation *mixed*
Washing & toilet facilities *good*

The grounds *v-good*
Teachers lounge *v-good*
Cleanliness/Hygiene *good*

Were there any accommodation problems?

Strange smell in all down stairs rooms.

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: *breaded chick* Least: *omelette*

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: *v-good; good variety + choice*

Any other comments?

of sandwiches.

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?

Basham good with children + adults
Cas very helpful with first and mended -
antone child.

How do you rate the outdoor pursuits?

~~1~~ ①

How do you rate the outdoor pursuit equipment?

~~1~~ ②

What were your pupil's favourite outdoor pursuits?

Olympics + campfire.

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

Use of trampolines.

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

No.

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: Market (name excursion)

How well did the excursion fulfil your expectations: more than fulfilled.

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: The handouts were a bit lengthy + need to be simplified.

Excursion 2: (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

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? ... *Oh enjoyed the campfire.*

Which aspect of your stay was least satisfactory? ... *None*

How do you rate the course overall on a value for money basis? ... *measure of the cost.*

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

Where did you hear of *Manor Adventure*? ... *Previous trips.*

What were the reasons for choosing *Manor Adventure*? ... *Variety & trip
were abroad.*

Which centre(s) did you visit last year? ... *PGL U.K.*

What other visits does your school organise? ... *See above.*

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 16-19

Drivers name Paul. Number of seats ?

Please circle as appropriate:

Safety talk received: Yes No

Safety DVD shown: Yes No *Not necessary*

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

to children

Attitude/Cooperation during stay

State of the coach

Time keeping:

Arrival at school

Excursions

Drivers knowledge of visits

Any additional comments:

We loved Paul & the children did too.

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