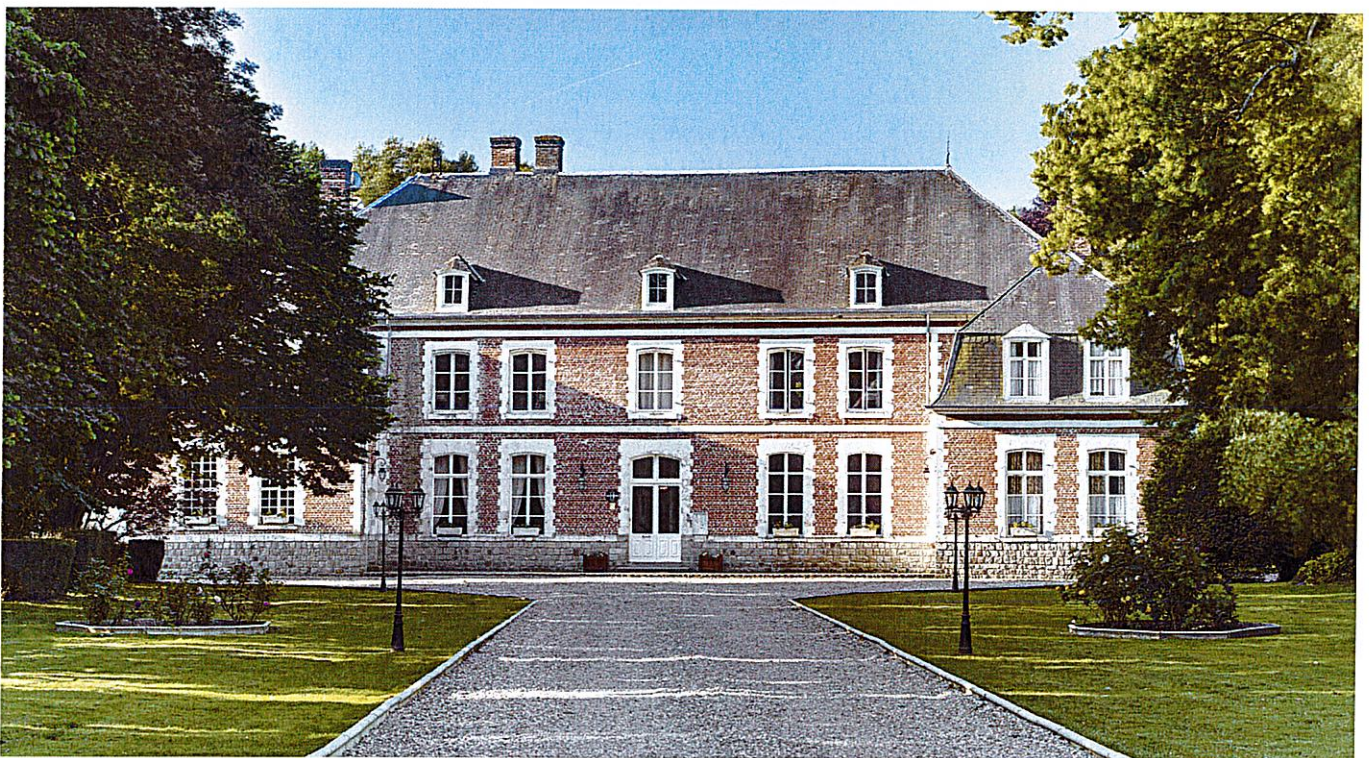


8. 2. 1

manor adventure
no one does school residentials' 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: 3rd to 7th June 24 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? No brochure but website is fine.

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

Château.....1.....(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 2

The grounds 1

Teacher's accommodation 3

Teachers lounge 1

Washing & toilet facilities 1

Cleanliness/Hygiene 1

Were there any accommodation problems?

No key for one of the room 3 and stained sheets in room 1 + not enough storage in the bathroom.

Section 4; Meals

Were the meals of an adequate standard?

Not as good as last year. No veggie option on the 1st day -

Was there enough to eat?

No - ran out of food on Wednesday -

What was the most / least enjoyed meal?

Most: Vegetarian ~~chicken~~ Chilli baguettes Least: Beef and turkey cheese

Were all dietary requirements catered for?

No - missing vegetarian option -

Please rate the packed lunch meals: 1

Any other comments?

Lunch time: cold lunch baguette, 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?

Alison, Giuseppe always happy, going above & beyond with the kids - 4 senil too! extra football with them. and for preparing my chocolate Sabrina for her optimism - Hans for his help and kindness - 9 beauty and his laugh - 0°

How do you rate the outdoor pursuits?

1.....

How do you rate the outdoor pursuit equipment?

1.....

What were your pupil's favourite outdoor pursuits?

Water sports, obstacle course

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

abseiling, rock climbing & zip wire

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: snail farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: yes

Comments: enjoyment, informative

Excursion 2: Marci's museum (name excursion)

How well did the excursion fulfil your expectations: very good - Excellent staff

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: /

Excursion 3: Battlefields (name excursion)

How well did the excursion fulfil your expectations: Excellent

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Battlefield, water sports
Rue (more - hard to choose)

Which aspect of your stay was least satisfactory? This year the food

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

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

Where did you hear of *Manor Adventure*? Previous St Bernards have been
doing this trip for over 20 years -

What were the reasons for choosing *Manor Adventure*?

The staff, activities, organisation - great com-
-munication - - same

Which centre(s) did you visit last year?

What other visits does your school organise? None abroad

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 3rd to 7th June

Drivers name Shiv Number of seats

Please circle as appropriate:

Safety talk received: Yes/ No

Safety DVD shown: Yes/ No

Sat Nav: Yes/ No

Coach: Executive / Standard

Don't know

Entertainment: Video / DVD / None Music ?

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:

Amazing driver! The best we ever had!
Safe & smooth driving