

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: 1st to 5th July

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?

..... N/A

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.....(Mandy) Excellent

Château.....(Marie) Excellent

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 lounge3.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

No.

Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

Yes - plenty

What was the most / least enjoyed meal?

Most: Packed lunches

Least: Packed lunches

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: Better, but vegan option wanted

Any other comments?

More range of veg.

Proper vegan ingredients in packed lunches!

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?

Jack, Ali, Sarah.

How do you rate the outdoor pursuits?

(N/A)

1

How do you rate the outdoor pursuit equipment?

(N/A)

1

What were your pupil's favourite outdoor pursuits?

(N/A)

1

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

(N/A)

1

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

(N/A)

1

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: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 2

Comments: Both this and the Berck interviews have massive

development potential for language-learning. I would be happy to

re-design your questionnaire. Please contact me!

Excursion 2: Goat farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 2

Comments: More kid-adding, but very interesting from

organic/bio standpoint. Could be developed further.

Excursion 3: Parc Astérix (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Zoo busy! Amazing rides, but queuing took

most of the day!

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed?

Beach plays

Which aspect of your stay was least satisfactory?

the tour

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

Very good

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*?

Seamless efficiency

Which centre(s) did you visit last year?

Chateau du B

What other visits does your school organise?

Year 5 Manor Adv.

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

Secondary students need to be in separate
accommodation + better organisation!

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:.....


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Section 9; Coach Report Form

School name  Date of stay 1-5 July

Drivers name Andrzej Number of seats 54

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 ... 2 ...

to children ... 3 ...

Attitude/Cooperation during stay ... 2 ...

State of the coach ... 1 ...

Time keeping:

Arrival at school ... 1 ...

Excursions ... 1 ...

Drivers knowledge of visits ... 1 ...

Any additional comments:

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