

# 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: 27-31 January 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? ..... 1

How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)?

..... Please could you include the small group supplements and trip credits  
in the school section? .....

If you had a visit from one of our School Journey Advisors; N/A

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? ..... 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 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 .....1.....

Teachers lounge .....1.....

Washing & toilet facilities .....1.....

Cleanliness/Hygiene .....1.....

Were there any accommodation problems?

*Room 35 - 2 children had splinters from the floor boards.*

## Section 4; Meals

Were the meals of an adequate standard?

.....2.....

Was there enough to eat?

.....1.....

What was the most / least enjoyed meal?

Most: *sausage or chicken kachis* ..... Least: *vegan burger / fish / ribs* .....

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.....1.....

Professionalism.....1.....

Friendliness.....1.....

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

.....

.....

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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?

only did fencing & team games - both excellent

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?

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 6; Excursions

Excursion 1: *market sweet factory* (name excursion)

How well did the excursion fulfil your expectations: *3*

Enjoyment students: *3*

Enjoyment teachers: *3*

Suitability to your group: *3*

Comments: *market had fewer stalls than previously; demonstration at sweet factory <sup>did</sup> not encourage children to understand or speak French*

Excursion 2: *cow farm* (name excursion)

How well did the excursion fulfil your expectations: *1*

Enjoyment students: *1*

Enjoyment teachers: *1*

Suitability to your group: *1*

Comments: *really informative visit with lots of opportunities for hands-on experiences*

Excursion 3: *Norman battlefields* (name excursion)

How well did the excursion fulfil your expectations: *1*

Enjoyment students: *1*

Enjoyment teachers: *1*

Suitability to your group: *1*

Comments: *children got an enormous amount of use whole day*



## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *evening session - chn have loved being with instructors, we've loved having some 'downtime' too!*

Which aspect of your stay was least satisfactory? *sweet factory tour*

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 definitely*

Where did you hear of Manor Adventure? *brochure - school, years ago!*

What were the reasons for choosing Manor Adventure? *cultural experience in France*

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

What other visits does your school organise? *Y4 - local outdoor education centre*

*Y5 - Liverpool city break*

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 ..... *27-31 January 2020*

Drivers name *Lid* ..... Number of seats .....

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 *- we didn't use it!*

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 ....*2*.....

Any additional comments:

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